



Systems Approval Criteria Mapping to Approval Application Requirements

Quality assurance criteria reference	Centre Approval Application Form reference	Approval application requirements
	A1	Please provide the main postal address of your centre. This will be retained by SQA once your centre has been approved.
	A2	Please provide relevant contacts for specific topics. This will allow efficient communication.
	A3	With your permission, SQA will provide your centre information to candidates who ask us to help them find centres that offer particular qualifications.
	A4	Please provide details of qualifications from other awarding bodies that you are approved to offer.
	A5	Please provide details of any quality assurance standards that your centre uses. This will help us to understand your approach to quality assurance.
	A6	Please provide us with details if another awarding body has refused or withdrawn approval from your centre, or if you have had sanctions imposed. Failure to disclose this information may have an impact on the processing of your approval application.
	A7	Please provide an overview of your centre's experience in assessing qualifications or training.

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Management of a centre		
1.1 The centre must operate a documented quality management system.	A8	The quality management system must be documented so it can be audited and evaluated against SQA requirements.
1.2 There must be a documented schedule for reviewing the quality management system. The outcome of reviews must be recorded and actioned.		You must have a documented proposed schedule for reviewing your quality management system, and demonstrate how you will record and action reviews.
1.4 There must be a system of version control for documentation.		You must have a documented system for reviewing your quality management system as in Criterion 1.2. However, this should evidence a version control process and you must demonstrate how you will record and action reviews.
1.5 The centre's policies and procedures must be supported by senior management and understood by all relevant staff.		It is important that your centre's SQA policy and procedural documents are supported by senior management in your centre. There must be written evidence of this support. It is also important that staff who deliver or support SQA qualifications know and understand your centre's policies and procedures.
1.6 All relevant staff must be kept up to date with internal and external information relating to SQA.		You must provide assurance that all staff are fully aware of appropriate SQA requirements and are kept informed of any matters that affect delivery, assessment and quality assurance (in relation to their role).
1.7 The roles and responsibilities of those involved in the administration, management, assessment and quality assurance of SQA qualifications across all sites must be clearly documented and disseminated.		You must have documented evidence of the roles and responsibilities for the SQA Co-ordinator, assessors and internal verifiers. You may wish to include relevant administrative staff, where appropriate.

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1.8 There must be a documented system for checking the on-going suitability of all satellite sites, where appropriate.		If your centre intends to use satellite sites, you must provide a site checklist and/or a checklist of criteria that you will use to select sites.
1.9 The centre must have a communications system with SQA and candidates.		As a minimum, you should state who has responsibility for communicating with SQA and candidates within your documented roles and responsibilities.
1.10 A procedure must be in place to gather feedback from staff and candidates. Feedback should be recorded, reviewed and actioned.		Feedback that you gather should be used to assist with monitoring the operation of your systems and the qualifications that you offer. It should ensure that your centre continues to comply with both SQA and continuous improvement criteria.
1.11 There must be a documented system, where appropriate, for the management of all subcontracted services or partnership arrangements in relation to the assessment and quality assurance of qualifications awarded by SQA.		You must have a documented system for the management of sub-contracted services or partnership arrangements.
Resources		
2.1 There must be a documented procedure for the recruitment, selection and job allocation for all staff involved in the assessment and internal verification of SQA qualifications.	A9	You should have a system in place to ensure that you have recruited and selected appropriately qualified staff to meet the requirements of the qualification/s on offer.

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2.5 There must be evidence that there is a process to ensure all assessors and internal verifiers undertake an induction programme.		Your centre must have a staff, assessor and internal verifier induction programme. This could include generic (centre details) as well as role-specific induction information. You should also consider how you will provide evidence that staff have undertaken an induction programme.
2.6 The centre's equal opportunities policy and procedures must be implemented by all appropriate staff.		You must provide details of your centre's equal opportunities policy and, where available, records that show that it is being followed.
2.7 There must be a documented system for initial and ongoing reviews of assessment environment(s), equipment and reference, learning and assessment materials.		You must document reviews of assessment environments and equipment, and of reference, learning and assessment materials. This may be part of the review of your overall quality management system (see criterion 1.2).
Candidate support		
3.1 The centre must provide candidates with information on its responsibilities to them in relation to selection, induction, guidance, support and assessment/re-assessment.	A10	You must provide information about your process (or proposed process) for candidate selection, induction, guidance, support and assessment/re-assessment.
3.3 Candidates must have scheduled contact with their assessor in order to review their progress and to revise their assessment plans accordingly.		You must provide documented evidence of how you propose to record scheduled contact between candidates and assessors.

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<p>3.4 The centre must provide candidates with information on its responsibilities to them in relation to assessment arrangements. Where identified appropriate, support must be discussed and implemented as agreed and recorded.</p>		<p>You must ensure a statement is included in your candidate induction pack about your centre's commitment to offering reasonable adjustments for candidates who may require them.</p>
<p>3.5 The centre must have a documented process in place for investigating suspected malpractice. Outcomes and decisions must be recorded and retained in line with SQA policy. There must be evidence that this process has been disseminated to candidates and staff.</p>		<p>You must have a documented process for investigating suspected malpractice. The document must be made available to all staff and include relevant information which is made available to candidates as part of their induction.</p>
<p>3.6 There must be a documented complaints/grievance procedure which is disseminated during the induction process. This grievance procedure must have timescales attached and any decisions made must be recorded.</p>		<p>You must have a documented complaints/grievance procedure and ensure that this is included as part of candidate induction. Reasonable timescales must be attached to each stage of the process.</p>
<p>3.7 There must be a documented internal assessment appeals procedure which is disseminated during the induction process.</p>		<p>You must have a documented internal appeals procedure and ensure that this is included as part of candidate induction. Reasonable timescales must be attached to each stage of the process.</p>

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This appeals procedure must have timescales attached. The outcome and decisions must be recorded.		
3.8 There must be pre-exit guidance provided to support candidate progression.		You must outline what you propose to cover as part of pre-exit guidance in relation to possible progression routes for candidates.
Internal assessment and verification		
4.1 The centre's assessment and verification procedures must be documented and implemented to meet qualification and SQA requirements.	A11	You must provide documented internal verification policy and procedures. These must include the three stages of internal verification (pre-assessment, during assessment, and post-assessment).
4.6 The centre must comply with requests for access to premises, records, information, candidates and staff for the purpose of external quality assurance.		You must have documented procedures for the management of SQA external quality assurance.
4.8 Outcomes of external quality assurance must be disseminated to appropriate staff and any action points must be monitored against agreed timescales		You must outline how you propose to implement and monitor outcomes of SQA external quality assurance activity and how relevant staff will be kept informed.
External assessment		
5.4 The accommodation and facilities provided must meet the assessment needs of all candidates and the modes of assessment.	A12	Your centre must provide a documented system for assessing and reviewing its accommodation and facilities to ensure they are appropriate for all candidates.

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Records/data management		
6.1 There must be an effective documented system in place for supplying complete, current and accurate information to SQA for the purposes of registration, entries and certification.	A13	You must document the system you propose to use for supplying complete, current and accurate information to SQA.
6.7 There must be an effective documented system for the accurate recording and storage of candidate records of achievement in line with SQA requirements.		You must provide details of your system for the accurate recording and storage of candidate records.
6.8 Information on SQA qualifications, procedural requirements and candidates must be recorded and stored in accordance with current legislation on data protection.		You must have a data exchange agreement for all candidates to sign and date. You must also provide details of your system for the secure storage of candidate's personal information both in hard copy and electronically.
6.9 Records of all candidate registrations and entries, candidate assessment records and records of internal verification activity must be retained in line with SQA policy.		You must provide details of how you propose to manage the retention of SQA records.