

Co-ordinator Induction Guide

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We are committed to using plain language. If you have any suggestions on how we can improve, let us know at writing@qualifications.gov.scot.

Introduction

Welcome to the role of co-ordinator for Qualifications Scotland. The co-ordinator is crucial to the successful running of a Qualifications Scotland centre, and this induction support guide aims to ease your transition into your role. Your head of centre is responsible for making sure you have an induction to this role. We also understand that some centre co-ordinators may have additional job roles / titles or may only be allocated with a certain number of hours to dedicate to this post. This guide tells you some key actions to follow that will help you understand your responsibilities and the requirements of this all-important position.

Communication is one of the key elements in making your centre a success and ensuring the progress and achievement of your candidates (you may call them learners or students). In a lot of our Qualifications Scotland literature and support guides, you will come across the message that the co-ordinator is the **first point of contact** between Qualifications Scotland and your centre, including:

- your head of centre
- your assessors and internal verifiers
- your learners undertaking Qualifications Scotland qualifications

Your centre may delegate some of the other roles and responsibilities noted under this position, but this element is key.

The following action plan and appendices are designed to serve as key reminders and handy guides to support you in your role. Enjoy your new venture and keep in mind that we are here to guide you towards making your centre a success.

The following action plan details some of the key activities you should aim to complete within your first 1–3 months in post:

Action	Target date	Date completed	Comments
Source and read your centre’s co-ordinator role and responsibilities.	Within your first week in the role.		
Watch the ‘Introduction to the role of the SQA Co-ordinator’ webinar recording on Qualifications Scotland’s quality assurance web page .	Within your first week in the role.		
Gain an overview of Qualifications Scotland’s approach to quality assurance by familiarising yourself with the resources available on Qualifications Scotland’s quality documents webpage : including: <ul style="list-style-type: none"> • Qualification Verification (QV) Guidance for Centres • Systems Verification (SV) Criteria Guidance for Centres • Systems Verification Key Messages • Systems Approval and Verification Support Materials 	Within your first month in the role.		
Review your own centre’s quality assurance history by sourcing and reading previous QV and SV reports (if applicable) or your qualification and systems approval reports.	Within your first month in the role.		
Complete the Key Contacts table in Appendix 1.	Within first two weeks in role.		
Complete the Data Management questions in Appendix 2.	Within first two weeks in role.		

Action	Target date	Date completed	Comments
<p>Use the SV Criteria Guidance for Centres to carry out a self-assessment review of your own centre's policies and procedures.</p> <p>Make sure that the Qualifications Scotland requirements for each individual criterion are reflected in your centre's documentation. Use the SV Support Materials for further clarification or support.</p>	<p>Within your first three months in the role.</p>		

Appendix 1: Key Contacts

Qualification's Scotland staff are always willing to help with any questions you have. This table explains how to get in touch when you need to:

What do you need?	Who should you contact?	How?
For general support and guidance, or if you would like to talk about portfolio development, get in touch with your Account Manager.	Find out who your Account Manager is at Qualifications Scotland by contacting Business Development at Qualifications Scotland and enter their name here:	Email: Telephone:
Help with quality assurance systems or to understand Qualifications Scotland requirement for SV criteria.	A Qualifications Scotland Quality Enhancement Manager	Email asv@qualifications.gov.scot and your message will be forwarded to one of Qualifications Scotland's team of QEMs.
Qualification- specific queries.	An External Verifier or Qualification Manager	Email gav@qualifications.gov.scot and your message will be forwarded to the relevant External Verifier or Qualification Manager.
Help with applying to offer a new qualification.	Your Account Manager	Email approval.applications@qualifications.gov.scot if you're in the UK or fill in our International Contact Form if not.
Help with data management.	<ol style="list-style-type: none"> 1. For candidate data related queries, including queries regarding Exchange / Navigator / Candidate Services applications within Connect 2. For certification queries 3. For replacement certification requests/queries 4. For Connect access queries 5. For help with the Centre Hub 	<ol style="list-style-type: none"> 1. Email: candidate.records@qualifications.gov.scot 2. Email: certification@qualifications.gov.scot 3. Email: replacement.certificates@qualifications.gov.scot or visit: https://www.sqa.org.uk/sqa/212.html 4. connect@qualifications.gov.scot 5. Email: operationshmvq@qualifications.gov.scot
Help with invoices.	Finance team	Email: salesledger@qualifications.gov.scot

What do you need?	Who should you contact?	How?
Anything else.	Our Contact Centre team are friendly and helpful and will forward your query on to the most appropriate section within Qualifications Scotland.	Telephone: +44 345 279 1000 Email: mycentre@qualifications.gov.scot

Appendix 2: Data Management

1. Will you oversee the documentation and implementation of your data management processes?

- If yes, complete the instructions in **Part A** and fill in the requested information.
- If no:

Who has this responsibility been delegated to in your centre?

Name:

Contact details:

2. As part of your role as co-ordinator, are you also responsible for entering and resulting candidates at your centre?

- If yes, complete the instructions in **Part A** and **Part B** and fill in the requested information
- If no:

Who has this responsibility been delegated to in your centre?

Name:

Contact details:

Name:

Job title:

Date:

Part A

Read Section 6 (data management) in the [Systems Verification Criteria Guidance for Centres](#).

Part B

Refer to Connect User Guides (select the 'User Guides' link on the homepage after you've logged in). Contact candidate.records@qualifications.gov.scot if you need any practical support with the following Connect applications: Candidate Services, Exchange, Navigator. For any Connect access enquiries contact connect@qualifications.gov.scot.