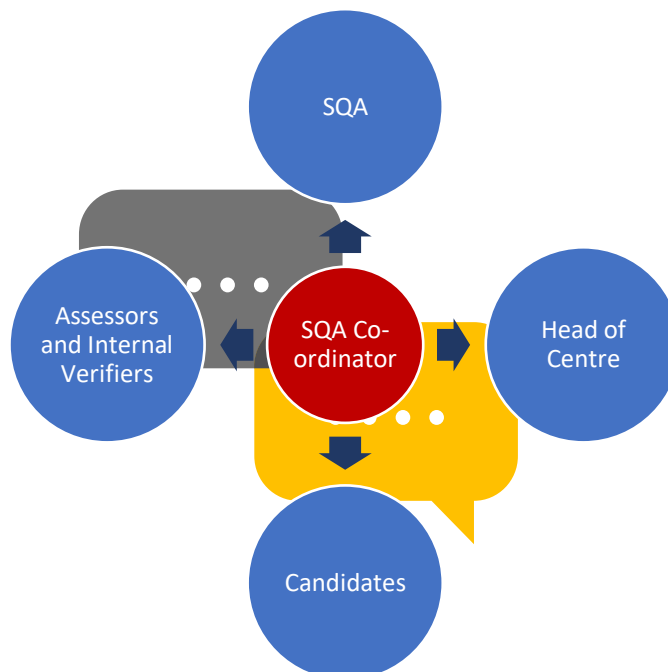


SQA Co-ordinator Induction Guide

Welcome to the role of SQA Co-ordinator. The SQA Co-ordinator is crucial to the successful running of an SQA 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 amount 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 SQA literature and support guides, you will come across the message that the SQA Co-ordinator is the **first point of contact** between the centre, SQA and candidates. 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	Completed	Comments
Source and read your centre's SQA Co-ordinator role and responsibilities.	Within your first week in the role.	Initials: Date:	
Watch the 'Introduction to the role of the SQA Co-ordinator' webinar recording on SQA's quality assurance webpage: https://www.sqa.org.uk/sqa/97360.html .	Within your first week in the role.	Initials: Date:	
Gain an overview of SQA's approach to quality assurance by familiarising yourself with the resources available on SQA's quality documents webpage: https://www.sqa.org.uk/sqa/97360.html 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.	Initials: Date:	
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.	Initials: Date:	
Complete the Key Contacts table in Appendix 1.	Within first two weeks in role.	Initials: Date:	
Complete the Data Management flowchart in Appendix 2.	Within first two weeks in role.	Initials: Date:	
Use the SV Criteria Guidance for Centres to carry out a self-assessment review of your own centre's policies and procedures: https://www.sqa.org.uk/sqa/files_ccc/Systems-verification-criteria-guide-QA.pdf . Make sure that the SQA requirements for each individual criterion are reflected in your centre's documentation. Use the SV Support Materials for further clarification or support: https://www.sqa.org.uk/sqa/files_ccc/systems-approval-verification-support-materials.pdf .	Within your first three months in the role.	Initials: Date:	

Appendix 1: Key contacts

SQA 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 SQA and enter their name here:	Email: Telephone:
Help with quality assurance systems or to understand SQA requirements for SV criteria.	An SQA Quality Enhancement Manager	Email: ASV@sqa.org.uk and your message will be forwarded to one of SQA's team of QEMs.
Qualification-specific queries.	An External Verifier or Qualification Manager	Email: QAV@sqa.org.uk 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@sqa.org.uk if you're in the UK or sqainternational@sqa.org.uk if not.
Help with data management.	(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 SQA Connect access queries (5) For help with the Centre Hub	(1) Email: candidate.records@sqa.org.uk (2) Email: certification@sqa.org.uk (3) Email: replacement.certificates@sqa.org.uk or visit: https://www.sqa.org.uk/sqa/212.html (4) Email: sqaconnect@sqa.org.uk (5) Email: operatonsnhvq@sqa.org.uk
Help with invoices.	Finance team	Email: salesledger@sqa.org.uk
Anything else.	Our Contact Centre team are friendly and helpful and will forward your query on to the most appropriate section within SQA.	Telephone: +44 345 279 1000 Email: mycentre@sqa.org.uk

Appendix 2: Data management flowchart

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

YES

NO

Refer to SQA Connect User Guides (click the 'User Guides' link on the homepage after you've logged in).

ACCESSED (date) _____ (initials) _____

Contact candidate.records@sqa.org.uk if you need any practical support with the following SQA Connect applications: Candidate Services, Exchange, Navigator. For any SQA Connect access enquiries contact sqa.connect@sqa.org.uk.

Will you oversee the quality assurance of your data management system yourself?

YES

NO

Read Section 6 (data management) in the Systems Verification Criteria Guidance for Centres:
https://www.sqa.org.uk/sqa/files_ccc/Systems-verification-criteria-guide-QA.pdf

COMPLETED (date) _____ (initials) _____

Watch the 'Making SQA Connect work for me' webinar recording on SQA's quality assurance webpage:
<https://www.sqa.org.uk/sqa/97360.html>

COMPLETED (date) _____ (initials) _____

Who has this responsibility been delegated to in your centre?

Name: _____

Contact details: _____