



ETC Awards Limited

Centre Handbook

2021/2022

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About ETA

ETA is a regulated awarding organisation operating primarily in the Engineering and Manufacturing sector. With a customer base in both England and Northern Ireland, it is currently the only awarding organisation in this sector with an historic base in Northern Ireland. ETA provides a flexible and cost effective alternative to the current awarding organisations in England and the wider International market by offering a range of options across the apprenticeship frameworks and continuing to develop appropriate technical certificates and peripheral requirements to compliment them.

Moving forward, ETA's ethos is simple, to be recognised as the leading Partnership Awarding Organisation for the certification of both regulated qualifications and business solutions.

In order to achieve this, there is a culture of transparency, vision and value for money, underpinned by a truly bespoke approach to customer relationships that determines, through building strategic and operational relationships with each customer, exactly what the individual needs of the customer and customer's customer are and works in unison to establish the most suitable and cost effective solutions to meet the need. At the same time simplifying the processes and bureaucracy through innovative methodology and technology, therefore being able to deliver in a commercially effective and timely manner to engage the target audience – the learner.

To enquire about our offering make an enquiry via <http://quartz.etawards/quartz-system.com>

Introduction

What is the purpose of the manual?

advise the centre of the requirements to be met to become an ETAWards Ltd (ETA) centre and maintain approval status

assist the centre in the delivery of the qualifications and accredited training programmes
enable quality assurance and quality improvement of the qualification delivery

This Centre Handbook provides information about what is required to become an ETA centre and how the qualifications will be assessed by the recognised centre and quality assured both internally and externally.

Approval

Centre Approval

At ETA we are all about trying to ensure we work in partnership with our centres not only to enhance the delivery to the employer and learner but also to ensure that we do not impose added bureaucracy through our own procedures. We therefore follow the principles of common centre approval and where a centre has a proven track record with an alternative awarding organisation, we will automatically apply approval to register learners and deliver a qualification currently being offered successfully through an alternative awarding organisation and that forms part of the centre approval application.

This transfer of approval is subject to a centre meeting the ETA approval requirements and that they can provide us with evidence that they currently hold a positive approval status with an alternative awarding organisation.

Once centre approval has been granted the centre will be subject to a quality activity within the first 3 months or sooner if short course delivery, to establish a bespoke bench mark for developing this risk management audit schedule for the future.

There is set criteria required to be met to become an ETA Approved centre these are detailed within our centre approval documentation and support the centre approval process which is undertaken through our online customer engagement system and can be accessed via <http://quartz.etawards/quartz-system.com>

Data requirements

In order to become an approved centre and maintain that status, it is essential that you collect, retain and make available to us when request it, a variety of accurate, relevant and up to date information.

As a regulated awarding organisation, there are requirements placed on us that provide the specifics for this information.

- 4.2.1 You must have in place and maintain, auditable quality assurance systems, these should include the facility for documenting and recording assessment decisions
- 4.2.2 Appropriate records to track a learner's progress and facilitate independent authentication of certification claims must be maintain and need to include:
 - 4.2.2.1 learner name, date of birth, contact address
 - 4.2.2.2 learner workplace address and contact details (if applicable)
 - 4.2.2.3 learner start date
 - 4.2.2.4 learner awarding organisation registration date
 - 4.2.2.5 learner registration number
 - 4.2.2.6 learner Unique Learner Number (ULN)
 - 4.2.2.7 assessor and tutor names applicable to the learner
 - 4.2.2.8 internal quality assurer's name(s) applicable to the learner
 - 4.2.2.9 learner assessment records clearly detailing:
 - 4.2.2.9.1 who, what, when
 - 4.2.2.9.2 assessment decision by unit
 - 4.2.2.9.3 assessment method by unit
 - 4.2.2.9.4 storage details of any evidence
 - 4.2.2.10 internal quality assurance records clearly detailing:
 - 4.2.2.10.1 who, what, when
 - 4.2.2.10.2 rationale for sample
 - 4.2.2.10.3 sampling strategy
- 4.2.3 Evidence of internal quality assurance standardisation meetings and practice
- 4.2.4 Assessor meetings and evidence of support provided
- 4.2.5 Evidence of assessor and internal quality assurance competence including certificates of achievement and CVs
- 4.2.6 Records of:
 - 4.2.6.1 certificates claimed – who and when
 - 4.2.6.2 appeals – who, what, when and the outcome
 - 4.2.6.3 complaints – who, what, when and the outcome

These records must be kept from the moment the learner is registered and for no less than 3 years after certification. The records must be made available if requested by either ETA or the relevant regulatory authority

NB Your approval status will be affected if you are unable to provide auditable records as detailed above that do not substantiate learner claims.

Qualification Approval

When a centre first applies for centre approval or transfer from an alternative awarding

organisation to ETA , they may include the initial qualifications or training programmes they wish to offer in the application. The approval for these qualifications will be granted as appropriate as part of the centre approval.

Risk Managed External Quality Assurance

Risk Management

Our approach to the external quality assurance of our qualifications and accredited training provision is simple. We will work closely with you in the early stages of your centre approval to establish that they systems and procedures you have in place form a firm foundation for establishing your ability to deliver, document and provide an appropriate audit trail to demonstrate validity of the learner results and certificate claims.

This will underpin the risk management schedule we will develop in partnership with you and will establish a risk rating applicable to and reflective of your activity and ability to meet and demonstrate the requirements.

Monitoring

In order for us to determine your ability to meet the requirements, there are certain monitoring activities that you must undertake within your centre, you must:

- 5.2.1 monitor and maintain the quality and consistency of assessment practice and decision within your centre and across assessment sites
- 5.2.2 ensure that there is a standardised approach quality assurance practice
- 5.2.3 have a single, documented quality assurance system
- 5.2.4 undertake and have evidence of regular reviews and updates as appropriate
- 5.2.5 take reasonable steps to protect the interest of the learner
- 5.2.6 in the case of non-compliance, you must be able to provide access to any regulator of your premises, people and records

NB: refusal of this will lead to suspension of the right to register and certificate learners

- 5.2.7 advise us of any changes to the original details submitted to us about your centre

NB: we reserve the right to withdraw centre approval should these changes impact the control in the centre or your ability to meet the quality assurance requirements.