



**ETC Awards Limited**

Centre Handbook

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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 consider whether a centre has a proven track record with an alternative awarding organisation or work with a centre to capture their best practice, policies, procedures and system evidence to inform the ETA approval process as well as use our own experience and interaction with the centre representatives.

All centres must meet the ETA approval requirements and demonstrate they can provide us with evidence they are operating within the regulatory parameters.

Once centre approval has been granted and registrations are made, the centre will be subject to an early sampling activity and a scheduled monitoring activity, 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 the centre delivery team in the early stages of centre approval to establish that the systems and procedures in place form a firm foundation for establishing the 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.