

## VTCT Approved Centre Criteria

This document is provided for guidance only and it is hoped that it will assist you when completing your Application for Approval as a VTCT Assessment Centre.

VTCT Approved Centre Criteria	Criteria	Possible source of evidence
<b>1. Management systems</b>		
1.0	The centre's aims and policies in relation to N/SVQs and VRQs are supported by senior management and understood by the assessment team.	Documented quality procedures. Progress reports and staff updates.
1.1	The centre's access and fair assessment policy and practice is understood and complied with by assessors and candidates.	Documented policies and procedures. Access and fair assessment policy review mechanisms.
1.2	The roles, responsibilities, authorities and accountabilities of the assessment and verification team across all assessment sites are clearly defined, allocated and understood.	Documented quality assurance procedures. An organisational chart. Documented and signed agreements indicating the lines of accountability of partner organisations in relation to the management of assessment and internal quality assurance. Records of all assessment sites and personnel. CVs of the assessment team and internal verifiers.
1.3	There is effective communication within the assessment team and with VTCT.	Staff handbooks and updates. Organisational charts. Minutes of team meetings. Records of communication with VTCT.
1.4	VTCT is notified of any changes that may affect the centre's ability to meet the centre approval requirements	Notification of changes to the assessment and verification team. Notification of changes to resources.
1.5	Assessors and verifiers have sufficient time, resources and authority to perform their roles and responsibilities effectively.	A record of assessor/candidate allocation. Candidate/assessor ratios and time allocation. Oral confirmation from assessors/verifiers.
1.6	Information supplied to VTCT for the purposes of registration and certification is complete and accurate.	Records of candidate entry/registration details and certificate claims.
1.7	Queries about the qualification specification, assessment guidance or related VTCT material are resolved and recorded.	Records of queries raised with VTCT. Records/minutes of queries raised with the internal verifier.

1.8	Candidate records and details of achievements are accurate, kept up to date, securely stored in line with VTCT requirements, and available for external verification and auditing.	Candidate registration details. Candidate assessment records. Evidence files/portfolios. Security and access arrangements.
1.9	Requests are complied with for access to premises, records, information, candidates and staff for the purpose of external verification.	Data and information management systems. Candidate tracking systems. Assessment and internal verification records.

<b>2. Resources</b>		
2.0	There are sufficient competent and qualified assessors and internal verifiers to meet the demand for assessment and verification activity.	CVs and development plans for the assessment team. A list of qualified assessors and internal verifiers. Assessor/candidate ratios.
2.1	A staff development programme is established for the assessment and verification team in line with identified needs.	Staff induction and guidance materials. Records of meetings/briefings/updates. Records of individual development plans. Action plans to acquire the relevant qualifications.
2.2	Resource needs are accurately identified in relation to the specific award and resources are made available.	Records of resource availability. Evidence of any additional resources obtained.
2.3	Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts.	Public employee liability certificates. Records of equipment and accommodation. Maintenance schedules. Health and safety policies.

<b>3. Candidate support</b>		
3.0	Information, advice and guidance about qualification procedures and practices are provided to candidates and potential candidates.	Candidate guidance and induction materials. Details of support services available. Appeals procedures. Oral confirmation by candidates.
3.1	Candidates' development needs are matched against the requirements of the award and an agreed individual assessment plan is established.	Candidate initial assessment procedures. Candidate assessment plans. Learner/trainee contracts.

3.2	Candidates have regular opportunities to review their progress and goals and to revise their assessment plan accordingly.	Candidate assessment plan, frequency of review meetings; examples of revisions to assessment plans.
3.3	Access to assessment is encouraged through the use of a range of valid assessment methods.	Assessment plans and candidate assessment records.  Provision for candidates with particular assessment requirements.
3.4	Particular assessment requirements of candidates are identified and met where possible.	Materials/equipment/facilities to support candidates with particular requirements.
3.5	There is an established appeals procedure that is documented and made available to all candidates.	Documented appeals procedure, including details of grounds for appeal and timescales.  Records of appeals made and their outcomes.
3.6	Unit certification is made available to candidates.	Records of units registered/claimed/awarded.  Induction materials.

<b>4. Assessment and verification</b>		
4.0	Internal verification procedures and activities are clearly documented, consistent with national requirements and ensure the quality and consistency of assessment.	Internal verification plans and reports.  A sampling strategy and schedule of activity.  Records of assessment team meetings.  Assessor networking opportunities.
4.1	Assessment decisions and practices are regularly sampled and findings are acted upon to ensure consistency and fairness.	Sampled assessments (observation, candidate portfolios, knowledge evidence etc.)  Internal verification plans and records of internal verification activity.  Records of assessment sampling strategies.  Minutes of assessment team meetings.  Records of networking/standardisation events.
4.2	Records of internal verification activity are maintained inline with VTCT requirements and made available for the purposes of auditing.	Internal verification plan and sampling records.  Minutes of assessment team meetings.
4.3	The effectiveness of the internal verification strategy is reviewed against national requirements and corrective measures are implemented.	Internal reviews of sampling strategies.  External verifier reports.  Evidence of corrective actions taken.

4.4	Assessment is conducted by qualified and occupationally expert staff.	<p>Details of the assessment team including occupational background, experience, possession of relevant qualifications.</p> <p>Details of countersigning arrangements for any assessment decisions made by unqualified assessors.</p>
4.5	Internal verification is conducted by appropriately qualified and experienced staff .	<p>Details of internal verifier occupational background, experience and relevant qualifications.</p> <p>Details of countersigning arrangements for any internal verification decisions made by unqualified internal verifiers.</p>

<b>5. Records</b>		
5.0	The centre's achievements are monitored and reviewed and used to inform future centre qualification development activity.	<p>Internal audit/self-assessment arrangements.</p> <p>Records of findings against the approval requirements.</p> <p>Evidence of corrective actions taken/implemented.</p>
5.1	Candidate, employer and other feedback is used to evaluate the quality and effectiveness of qualification provision against the centre's stated aims and policies, leading to continuous improvement.	<p>Evaluation forms/surveys.</p> <p>Users' charter/customer service statements.</p>
5.2	Actions identified by external verification visits are disseminated to appropriate staff and corrective measures are implemented.	<p>External verifier report(s) circulated to the assessment team and senior management.</p> <p>Action plans.</p>
5.3	Information and recording systems enable candidates' achievements to be monitored and reviewed in relation to the centre's equal opportunities policy.	<p>Achievement records in relation to the access and fair assessment policy.</p> <p>Statistical information on achievement and certification rates analysed by factors such as ethnic origin, disability and gender.</p>