

New External Quality Assurance model

This update relates to the following **BTEC specialist qualifications** in:

- **Goods, Warehousing, Transport and Logistics**
- **Business Administration, Customer Service, Team Leading and Management**
- **Cleaning, Facilities and Hospitality**
- **Personal Social Development (PSD)** and the new Personal Growth and Wellbeing qualifications released this September
- **Workskills**
- **Skilled for Life, Entry Level and Level 1 Introductory suite of qualifications**

From September 1st 2020, we will be moving the **BTEC Specialist qualifications** within the sectors listed above to the Work Based Learning (WBL) Assessment team. Please see **Appendix A** for the full list of qualifications.

As a result, we will apply the WBL quality assurance model to these qualifications. The WBL quality assurance model is explained in our "[How does the Work-Based Learning Quality Assurance model work?](#)" guidance document, also explained below.

The reason for this move is to:

- support the wide range and differing needs of centres and learners
- allow for more timely support for progression to further employment or training
- support the Direct Claims Status (DCS) quality assurance model, to enable certification throughout the year and to support the roll on roll off nature of centre registrations, as well as those running to an academic year.
- bring the qualifications under the WBL Lead Standards Verifier (LSV) model, enabling additional centre support.

This quality assurance model will ensure your centre is provided with as much support as possible in the form of a WBL LSV, who will act as a point of contact for all your quality assurance questions and will also work with your sector Standards Verifiers creating a 'team approach' to quality assurance. The Lead Standards Verifier will simplify the verification that sector-specific Standards Verifiers make, allowing them to focus on sampling assessments, providing judgements and giving simple and specific feedback and reduce any replication. Pearson's Quality Advisors will also be available to support all Quality Nominees and will work closely with the LSV and SV to provide the best support for your centre.

Your centre's Lead Standards Verifier may also be appointed as your Standards Verifier for your programme areas, and Pearson will try to arrange for this where possible. It is hoped that your appointed Lead Standards Verifier and Standards Verifier(s) will work with your centre for up to 4 years which will provide continuity of support and advice.

The timings suggested in the description below may vary depending on when you are delivering your programmes and when certification needs to be released.

Your Lead Standards Verifier and Standards Verifier(s) will work with you to plan an annual visit schedule in advance.

The Work-Based Learning quality assurance model is a four-stage process:

Stage 1: Centres complete self-assessments for each programme area using the Centre Self-Assessment Form. This is a short and quick review of your programme area(s). It allows you to be as critical as you want of your delivery and quality assurance systems. The best time to complete this is in September / October, ahead of your Lead Standards Verifier (LSV) visit. The form can be downloaded [here](#).

Stage 2: Pearson will have allocated your centre an LSV in October. They will have introduced themselves, and asked that you complete your Self Assessments per programme and send this to them. This will allow the Lead Standards Verifier to plan and tailor their visit to your needs.

The Lead Standards Verifier will undertake the following responsibilities:

- Act as a single point of contact for all centre work-based learning provision. This includes all qualifications listed in Appendix A.
- Liaise with your sector specific Standards Verifiers (SVs), to ensure a team approach to all standards verification activities
- Support you by providing upfront guidance for your programmes and identify any issues ahead of your standards verification activities.

Stage 3: Your Lead Standards Verifier visit should take place before December, but this will depend on your needs. Lead Standards Verifiers will mainly be reviewing your management systems across all programme areas, with a view to removing any duplication and reduce your administrative burden. After the Lead Standards Verifier visit you will be provided with a report outlining the findings. This will include good practice, and any actions to help improve programme delivery or your quality assurance systems.

The aim is to identify any "risk to valid certification". Unless significant failings are evident, the findings should be used to prepare for your standards verification visit(s) later on in the year. This means if any "risks" are identified in one of your programme areas, you will be able to mitigate these ahead of your standards verification visits.

Stage 4: Your Standards Verifier will review Direct Claims Status annually. There will be a minimum of 1 standards verification sample per year. Additional samples or visits may take place if needed.

The standards verification samples will be planned to ensure all cohorts/assessors/delivery locations for your centre are sampled over time.

Standards Verifiers will check each time they complete their sample that your centre is fully compliant with the requirements for delivering and assessing the qualifications, which are detailed in the Specification and the Quality Assurance handbooks and you will be required to provide evidence to confirm compliance.

Lead Standards Verifiers will then use the outcomes of your standards verification visits to complete a final report each academic year and provide recommendations for your verification cycle for the following year.

Please refer to the **WBL Quality Assurance Handbook** for full guidance on the Lead Standards Verifier role and the Work-Based Learning quality assurance model, located [here](#).

If your centre delivers other BTEC's **not** listed in Appendix A, they will continue to follow the BTEC quality assurance model.

Next steps in verification

You will receive your allocated LSV and SV in mid-September 2020, and they will introduce themselves and work with you to arrange verification at a time and date that suits you.

Further information and questions

For further information regarding this new approach to quality assurance, please visit the WBL QA webpages [here](#), where you can find:

- Free online events
- Bitesize videos
- QA year planner for WBL qualifications

Any further questions can be raised via the Customer Service Portal [here](#).

Appendix A – Qualifications to transfer

Goods, Warehousing, Transport and Logistics

QN	Qualification Title
500/7707/7	Pearson BTEC Level 2 Certificate in Warehousing and Storage Principles
601/6918/7	Pearson BTEC Level 2 Extended Certificate in Principles of Working in Warehousing and Storage
600/1946/3	Pearson Edexcel Level 1 Certificate in Warehousing and Storage
600/1217/1	Pearson Edexcel Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry
600/8600/2	Pearson Edexcel Level 2 Award in Forklift Truck Operations
501/1659/9	Pearson Edexcel Level 2 Certificate in Driving Goods Vehicles
600/2945/6	Pearson Edexcel Level 2 Certificate in Logistics Operations
501/1061/5	Pearson Edexcel Level 2 Certificate in Warehousing and Storage
501/1029/9	Pearson Edexcel Level 3 Certificate in Logistics Operations
600/8248/3	Pearson Edexcel Level 3 Certificate In Transporting Freight by Road
600/2696/0	Pearson Edexcel Level 3 Diploma in Warehousing and Storage
600/2089/1	Pearson Edexcel Level 1 Award in Warehousing and Storage
600/2714/9	Pearson Edexcel Level 2 Certificate in International Trade and Logistics Operations
501/2059/1	Pearson Edexcel Level 2 Certificate in Traffic Office
501/1111/5	Pearson Edexcel Level 3 Certificate in Traffic Office
600/4676/4	Pearson BTEC Level 1 Award in Principles for Carrying and Delivering Goods By Road
500/9297/2	Pearson BTEC Level 2 Award in Knowledge for a Professional Bus or Coach Driver

Business Administration, Customer Service, Team Leading and Management

QN	Qualification Title
601/5579/6	Pearson BTEC Level 1 Award in Principles of Business Administration
601/5304/0	Pearson BTEC Level 1 Award in Principles of Customer Service
601/3393/4	Pearson BTEC Level 1 Certificate in Business Administration
601/3392/2	Pearson BTEC Level 1 Certificate in Customer Service
601/5580/2	Pearson BTEC Level 1 Certificate in Principles of Business Administration
601/5303/9	Pearson BTEC Level 1 Certificate in Principles of Customer Service
601/5262/X	Pearson BTEC Level 2 Award in Principles of Business Administration
601/5358/1	Pearson BTEC Level 2 Award in Principles of Customer Service
601/5250/3	Pearson BTEC Level 2 Award in Principles of Team Leading
601/5261/8	Pearson BTEC Level 2 Certificate in Principles of Business Administration
601/5359/3	Pearson BTEC Level 2 Certificate in Principles of Customer Service
601/5251/5	Pearson BTEC Level 2 Certificate in Principles of Team Leading
601/6890/0	Pearson BTEC Level 2 Extended Certificate in Principles of Working in Business Administration
601/6889/4	Pearson BTEC Level 2 Extended Certificate in Principles of Working in Customer Service
601/5240/0	Pearson BTEC Level 3 Award in Principles of Business Administration
601/5398/2	Pearson BTEC Level 3 Award in Principles of Customer Service

601/5292/8	Pearson BTEC Level 3 Award in Principles of Management
601/5241/2	Pearson BTEC Level 3 Certificate in Principles of Business Administration
601/5399/4	Pearson BTEC Level 3 Certificate in Principles of Customer Service
601/5293/X	Pearson BTEC Level 3 Certificate in Principles of Management
600/8864/3	Pearson BTEC Level 2 Award in Social Networking for Business
600/1637/1	Pearson BTEC Level 2 Certificate in Contact Centre Operations
600/3575/4	Pearson BTEC Level 2 Certificate in Principles of Marketing
601/3405/7	Pearson BTEC Level 2 Diploma in Business Administration
601/3424/0	Pearson BTEC Level 2 Diploma in Customer Service
601/3430/6	Pearson BTEC Level 2 Diploma in Team Leading
600/1636/X	Pearson BTEC Level 3 Certificate In Contact Centre Operations
600/3576/6	Pearson BTEC Level 3 Certificate in Principles of Marketing
601/6283/1	Pearson BTEC Level 3 Certificate in Recruitment Practice
601/3406/9	Pearson BTEC Level 3 Diploma in Business Administration
601/3478/1	Pearson BTEC Level 3 Diploma in Customer Service
601/3396/X	Pearson BTEC Level 3 Diploma in Management
603/3821/0	Pearson BTEC Level 3 Award in Business Processes
603/3827/1	Pearson BTEC Level 3 Certificate in Digital Marketing Business Principles
603/3828/3	Pearson BTEC Level 3 Certificate in Marketing Principles
603/3840/4	Pearson BTEC Level 2 Certificate for Retailers
603/3917/2	Pearson BTEC Level 3 Certificate for Business Administrators
603/3918/4	Pearson BTEC Level 3 Diploma for Business Administrators
603/4160/9	Pearson BTEC Level 3 Certificate for Managers
603/4161/0	Pearson BTEC Level 3 Diploma for Managers
603/4675/9	Pearson BTEC Level 2 Certificate for Customer Service Practitioners
603/4676/0	Pearson BTEC Level 2 Diploma for Customer Service Practitioners
603/5449/5	Pearson BTEC Level 3 Certificate for Customer Service Specialists
603/5450/1	Pearson BTEC Level 3 Diploma for Customer Service Specialists

Cleaning, Facilities and Hospitality

QN	Qualification Title
601/6947/3	Pearson BTEC Level 1 Certificate in Introduction to Culinary Skills
601/6951/5	Pearson BTEC Level 1 Certificate in Introduction to Professional Food and Beverage Service
600/1891/4	Pearson BTEC Level 2 Award in Barista Skills
600/3287/X	Pearson BTEC Level 2 Award in Food Safety in Catering
600/0995/0	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Beverage Service)
600/0847/7	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)
600/0837/4	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Food Production and Cooking)
600/0842/8	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception)
600/0852/0	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)

600/0850/7	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Housekeeping)
600/0873/8	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Kitchen Services)
600/0833/7	Pearson BTEC Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery)
600/0871/4	Pearson BTEC Level 3 Award in Hospitality Supervision and Leadership Principles
600/0872/6	Pearson BTEC Level 3 Certificate in Hospitality and Catering Principles (Professional Cookery)

Personal Social Development (PSD) and Personal Growth and Wellbeing

Workskills

Skilled for Life, Entry Level and Level 1 Introductory suite of qualifications

QN	Qualification Title
500/9135/9	Pearson BTEC Entry Level Award in Vocational Studies (Entry 3)
600/6544/8	Pearson BTEC Entry Level Certificate in Vocational Studies (Entry 3)
500/9123/2	Pearson BTEC Entry Level Diploma in Vocational Studies (Entry 3)
600/6544/8	Pearson BTEC Entry Level Extended Certificate in Vocational Studies (Entry 3)
500/9124/4	Pearson BTEC Level 1 Award in Vocational Studies
600/7908/3	Pearson BTEC Level 1 Certificate in Teamwork, Personal Skills and Citizenship in Youth Organisations
500/8987/0	Pearson BTEC Level 1 Certificate in Vocational Studies
600/6545/X	Pearson BTEC Level 1 Extended Certificate in Vocational Studies
500/6493/9	Pearson Edexcel Entry Level Award in Personal Progress (Entry 1)
500/8854/3	Pearson Edexcel Entry Level Award in Skills for Independence and Work (Entry 2)
500/6494/0	Pearson Edexcel Entry Level Award in Skills for Independent Living (Entry 1)
500/6542/7	Pearson Edexcel Entry Level Award in Skills for Supported Employment (Entry 1)
500/6640/7	Pearson Edexcel Entry Level Certificate in Communication Skills (Entry 1)
500/6492/7	Pearson Edexcel Entry Level Certificate in Personal Progress (Entry 1)
500/8856/7	Pearson Edexcel Entry Level Certificate in Skills for Independence and Work (Entry 2)
500/6491/5	Pearson Edexcel Entry Level Certificate in Skills for Independent Living (Entry 1)
500/5771/6	Pearson Edexcel Entry Level Award in Personal and Social Development (Entry 2)
500/5860/5	Pearson Edexcel Entry Level Award in Personal and Social Development (Entry 3)
500/6350/9	Pearson Edexcel Entry Level Certificate in Personal and Social Development (Entry 2)
500/5859/9	Pearson Edexcel Level 1 Award in Personal and Social Development
500/6829/5	Pearson Edexcel Level 1 Certificate in Personal and Social Development
600/8867/9	Pearson Edexcel Level 2 Award in Personal and Social Development
600/8866/7	Pearson Edexcel Level 2 Certificate in Personal and Social Development
500/6498/8	Pearson Edexcel Entry Level Diploma in Personal Progress (Entry 1)
500/8855/5	Pearson Edexcel Entry Level Diploma in Skills for Independence and Work (Entry 2)

500/8754/X	Pearson BTEC Level 1 Award in Supporting Employability and Personal Effectiveness
600/1077/0	Pearson BTEC Level 1 Certificate in Learning for Life
600/1069/1	Pearson BTEC Level 2 Certificate in Learning for Life
500/6349/2	Pearson Edexcel Entry Level Certificate in Personal and Social Development (Entry 3)
601/9011/5	Pearson BTEC Entry Level 30-GLH Award in Workskills (Entry 3)
601/9016/4	Pearson BTEC Entry Level 70-GLH Award in Workskills (Entry 3)
601/9018/8	Pearson BTEC Entry Level 95-GLH Award in Workskills (Entry 3)
600/1079/4	Pearson BTEC Entry Level 3 Certificate in Learning for Life
601/9015/2	Pearson BTEC Entry Level Certificate in Workskills (Entry 3)
601/9014/0	Pearson BTEC Level 1 30-GLH Award in Workskills
601/9019/X	Pearson BTEC Level 1 70-GLH Award in Workskills
601/9013/9	Pearson BTEC Level 1 95-GLH Award in Workskills
601/9012/7	Pearson BTEC Level 1 Certificate in Workskills
601/9010/3	Pearson BTEC Level 1 Diploma in Workskills
601/9009/7	Pearson BTEC Level 1 Extended Certificate in Workskills
601/9008/5	Pearson BTEC Level 2 70-GLH Award in Workskills
601/9017/6	Pearson BTEC Level 2 95-GLH Award in Workskills
601/0758/3	Pearson BTEC Level 2 Award in Planning and Participating in Work Experience
601/9007/3	Pearson BTEC Level 2 Certificate in Workskills
601/9005/X	Pearson BTEC Level 2 Diploma in Workskills
601/9004/8	Pearson BTEC Level 2 Extended Certificate in Workskills
600/6573/4	Pearson Edexcel Entry Level Award in Personal Behaviour for Success (Entry 3)
600/6647/7	Pearson Edexcel Entry Level Award in Planning and Participating in Work Experience (Entry 3)
600/6549/7	Pearson Edexcel Level 1 Award in Personal Behaviour for Success
600/6648/9	Pearson Edexcel Level 1 Award in Planning and Participating in Work Experience
500/9801/9	Pearson BTEC Level 1 Award in Safe Road Skills and Attitudes
601/8536/3	Pearson BTEC Level 1 Introductory Certificate in Caring for Children Under Five
601/8543/0	Pearson BTEC Level 1 Introductory Certificate in Construction
601/8539/9	Pearson BTEC Level 1 Introductory Certificate in Health and Social Care
601/8582/X	Pearson BTEC Level 1 Introductory Certificate in Information Technology
601/8561/2	Pearson BTEC Level 1 Introductory Certificate in Land-based Studies
601/8547/8	Pearson BTEC Level 1 Introductory Certificate in Performing Arts
601/8568/5	Pearson BTEC Level 1 Introductory Certificate in Sport
601/8587/9	Pearson BTEC Level 1 Introductory Certificate in Vocational Studies
601/8541/7	Pearson BTEC Level 1 Introductory Diploma in Art and Design
601/8574/0	Pearson BTEC Level 1 Introductory Diploma in Business
601/8535/1	Pearson BTEC Level 1 Introductory Diploma in Caring for Children Under Five
601/8544/2	Pearson BTEC Level 1 Introductory Diploma in Construction
601/8540/5	Pearson BTEC Level 1 Introductory Diploma in Health and Social Care
601/8583/1	Pearson BTEC Level 1 Introductory Diploma in Information Technology

601/8562/4	Pearson BTEC Level 1 Introductory Diploma in Land-based Studies
601/8548/X	Pearson BTEC Level 1 Introductory Diploma in Performing Arts
601/8570/3	Pearson BTEC Level 1 Introductory Diploma in Sport
601/8588/0	Pearson BTEC Level 1 Introductory Diploma in Vocational Studies
603/0934/9	Pearson BTEC Level 1 Introductory Certificate in Digital Media
603/0748/1	Pearson BTEC Level 1 Introductory Certificate in Hospitality and Tourism
603/0745/6	Pearson BTEC Level 1 Introductory Certificate in Public Services
603/0747/X	Pearson BTEC Level 1 Introductory Diploma in Hospitality and Tourism
603/0746/8	Pearson BTEC Level 1 Introductory Diploma in Public Services
603/2107/6	Pearson BTEC Level 1 Introductory Award in Vocational Studies
603/1322/5	Pearson BTEC Level 1 Introductory Certificate in Engineering
603/1321/3	Pearson BTEC Level 1 Introductory Diploma in Engineering
603/0935/0	Pearson BTEC Level 1 Introductory Certificate in Applied Science
603/0937/4	Pearson BTEC Level 1 Introductory Diploma in Applied Science
603/0936/2	Pearson BTEC Level 1 Introductory Diploma in Digital Media
603/3481/2	Pearson BTEC Level Entry 3 Award in Entry to Vocational Study
603/3482/4	Pearson BTEC Level Entry 3 Certificate in Entry to Vocational Study
603/3484/8	Pearson BTEC Level Entry 3 Extended Certificate in Entry to Vocational Study
603/3480/0	Pearson BTEC Level Entry 3 Subsidiary Award in Entry to Vocational Study
603/4868/9	Pearson BTEC Entry Level 1 Subsidiary Award in Pre-Vocational Study
603/4869/0	Pearson BTEC Entry Level 1 Award in Pre-Vocational Study
603/4870/7	Pearson BTEC Entry Level 1 Certificate in Pre-Vocational Study
603/4871/9	Pearson BTEC Entry Level 1 Extended Certificate in Pre-Vocational Study
603/4876/8	Pearson BTEC Entry Level 2 Subsidiary Award in Pre-Vocational Study
603/4878/1	Pearson BTEC Entry Level 2 Award in Pre-Vocational Study
603/4879/3	Pearson BTEC Entry Level 2 Certificate in Pre-Vocational Study
603/4880/X	Pearson BTEC Entry Level 2 Extended Certificate in Pre-Vocational Study
603/4881/1	Pearson BTEC Level 1 Introductory Award in Hair and Beauty
603/4882/3	Pearson BTEC Level 1 Introductory Certificate in Hair and Beauty
603/4883/5	Pearson BTEC Level 1 Introductory Diploma in Hair and Beauty
603/4884/7	Pearson BTEC Level 1 Introductory Award in Transport and Vehicle
603/4885/9	Pearson BTEC Level 1 Introductory Certificate in Transport and Vehicle
603/4886/0	Pearson BTEC Level 1 Introductory Diploma in Transport and Vehicle
603/5003/9	Pearson BTEC Level 1 Introductory Award in Art and Design
603/5004/0	Pearson BTEC Level 1 Introductory Award in Engineering
603/5006/4	Pearson BTEC Level 1 Introductory Award in Information Technology
603/5009/X	Pearson BTEC Level 1 Introductory Award in Caring for Children Under Five
603/5010/6	Pearson BTEC Level 1 Introductory Award in Digital Media
603/5014/3	Pearson BTEC Level 1 Introductory Award in Health and Social Care
603/5015/5	Pearson BTEC Level 1 Introductory Award in Performing Arts
603/5018/0	Pearson BTEC Level 1 Introductory Award in Public Services
603/5020/9	Pearson BTEC Level 1 Introductory Award in Sport

603/5131/7	Pearson BTEC Level 1 Introductory Award in Applied Science
603/5132/9	Pearson BTEC Level 1 Introductory Award in Construction
603/5133/0	Pearson BTEC Level 1 Introductory Award in Hospitality and Tourism
603/5134/2	Pearson BTEC Level 1 Introductory Award in Business
603/5135/4	Pearson BTEC Level 1 Introductory Award in Land-Based Studies
500/8769/1	Pearson BTEC Entry Level Award in Vocational Studies (Entry 3)
500/9802/0	Pearson BTEC Level 1 Certificate in Safe Road Skills and Attitudes
601/8573/9	Pearson BTEC Level 1 Introductory Certificate in Business
603/6154/2	Pearson BTEC Entry Level Subsidiary Award in Personal Growth and Wellbeing (Entry 3)
603/6155/4	Pearson BTEC Entry Level Award in Personal Growth and Wellbeing (Entry 3)
603/6157/8	Pearson BTEC Entry Level Certificate in Personal Growth and Wellbeing (Entry 3)
603/6158/X	Pearson BTEC Entry Level Extended Certificate in Personal Growth and Wellbeing (Entry 3)
603/6124/4	Pearson BTEC Level 1 Subsidiary Award in Personal Growth and Wellbeing
603/6125/6	Pearson BTEC Level 1 Award in Personal Growth and Wellbeing
603/6126/8	Pearson BTEC Level 1 Certificate in Personal Growth and Wellbeing
603/6127/X	Pearson BTEC Level 1 Extended Certificate in Personal Growth and Wellbeing
603/6002/1	Pearson BTEC Level 2 Subsidiary Award in Personal Growth and Wellbeing
603/6003/3	Pearson BTEC Level 2 Award in Personal Growth and Wellbeing
603/6004/5	Pearson BTEC Level 2 Certificate in Personal Growth and Wellbeing
603/6005/7	Pearson BTEC Level 2 Extended Certificate in Personal Growth and Wellbeing
603/6355/1	Pearson BTEC Entry Level Award in Workskills (Entry 1)
603/6356/3	Pearson BTEC Entry Level Award in Workskills (Entry 2)
603/6357/5	Pearson BTEC Entry Level Certificate in Workskills (Entry 1)
603/6358/7	Pearson BTEC Entry Level Certificate in Workskills (Entry 2)