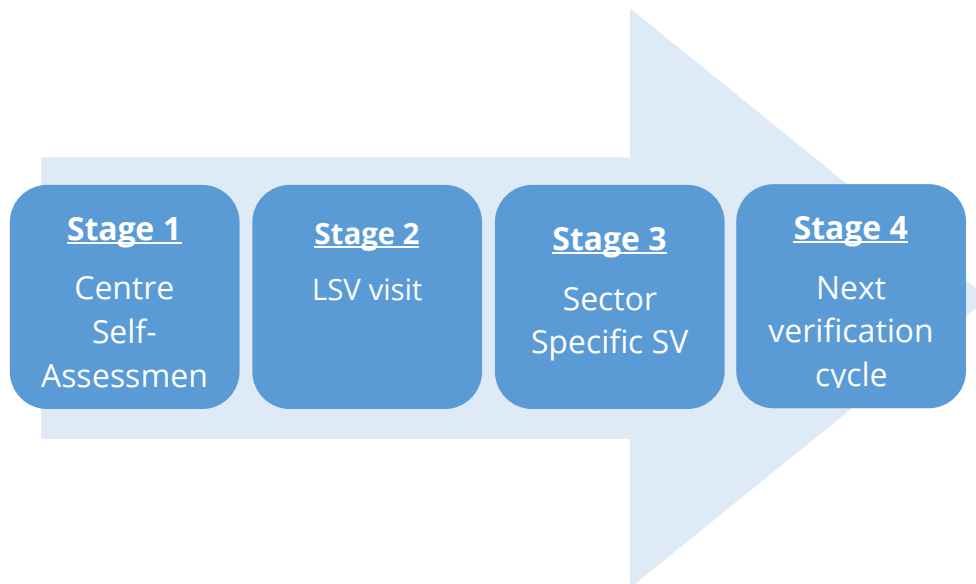


How does the new Work-Based Learning Quality Assurance model work?

The new Quality Assurance model is a four-stage process:



Stage 1: Centre Self-Assessment

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, ahead of your Lead Standards Verifier (LSV) visits.

The new updated Centre Self-Assessment form can be found on our [Quality Assurance webpage](#).

Stage 2: A visit from our Lead Standards Verifier

Pearson will allocate your LSV in October; they will introduce themselves, and ask that you complete your Self Assessments per programme and send this to them (this will allow them to plan and tailor their visit to your needs).

Your **LSV visit** should take place before December, but this will depend on your needs. They 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 visit you will be provided with a report outlining their findings. This will include good practice, and any actions to help improve programme delivery or your quality assurance systems.

Their aim is to identify any 'risk to valid certification'; therefore 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 sector specific standards verification visits.

Stage 3: Sector specific Standards Verifications

Your sector specific SV will review Direct Claims Status annually as normal, but later in the year (May – August), unless certification is urgent.

Once you have been allocated an LSV, your sector specific verification will be set to 'one' visit. This however, is subject to the type of programme, volume of registrations, number of assessors and cohorts, and your centre needs. This is because your LSV will work with your sector specific SVs throughout the year, and provide them with sufficient information regarding your management systems. As a result, your sector specific SV will focus more on sampling standards and supporting you with sector specific issues.

Once your sector specific SV has completed standards verification, they will be responsible for releasing certification as usual.

Stage 4: Next Verification Cycle

LSVs will then use the outcomes of your standards verification to complete a final report and provide recommendations for your verification cycle for the following year.

Please note for sectors such as security, emergency care and construction, these will still be subject a minimum of two visits. However we will endeavour to ensure your LSV is also your SV for one of those sectors.

Three way partnership

The new Quality Assurance model has been designed as a three way partnership between you, your SV and Pearson. This means that during the year, and the standards verification process, you will be supported throughout, and continued communication should ensure that we can work together to quality assure certification ahead of claims, as opposed to checking certification claims annually.

Applying flexibilities

Whilst we have reduced the number of visits in the first instance, the approach we have taken is to work closer with you, allowing us to have better visibility. This means at the end of the verification cycle, we will have a clearer understanding of 'risk' at your centre. This allows us to amend the two visit approach, and tailor sampling to your programme needs. On releasing their final report your LSV will provide Pearson with their recommendations for next year's verification cycle. This may include recommendations to change sampling from visit to remote.

Feedback from the Pilot

We asked some of our Pilot centres what they considered were the key advantages of the model, some of their responses were:

- It makes the process smoother and reduces visits based on risk. This allows us to concentrate on programmes needing support
- Particularly clear and sensible approach which has reduced the number of conversations between SV/EV's and given us the opportunity to share our quality processes in a centralised and targeted manner
- The LSV point of contact is responsive to need and help[s] sort out numerous issues
- Having a single point of contact who is familiar with and has an overview of our centre practices and standards.
- SV rationalisation and closer working relationship with the LSV

- There is an advantage of having one LSV looking at the policies and procedures rather than each individual SV looking at them. We have so many SV visiting our centre that this hopefully will reduce the visit times for our centre.
- Going through policies, procedures at an LSV visit, should save time on SV visits. It is also an opportunity to sort out any amendments to SV allocation
- Reduces repetition and should cut down on time spent reviewing policy docs allowing more time on portfolios.