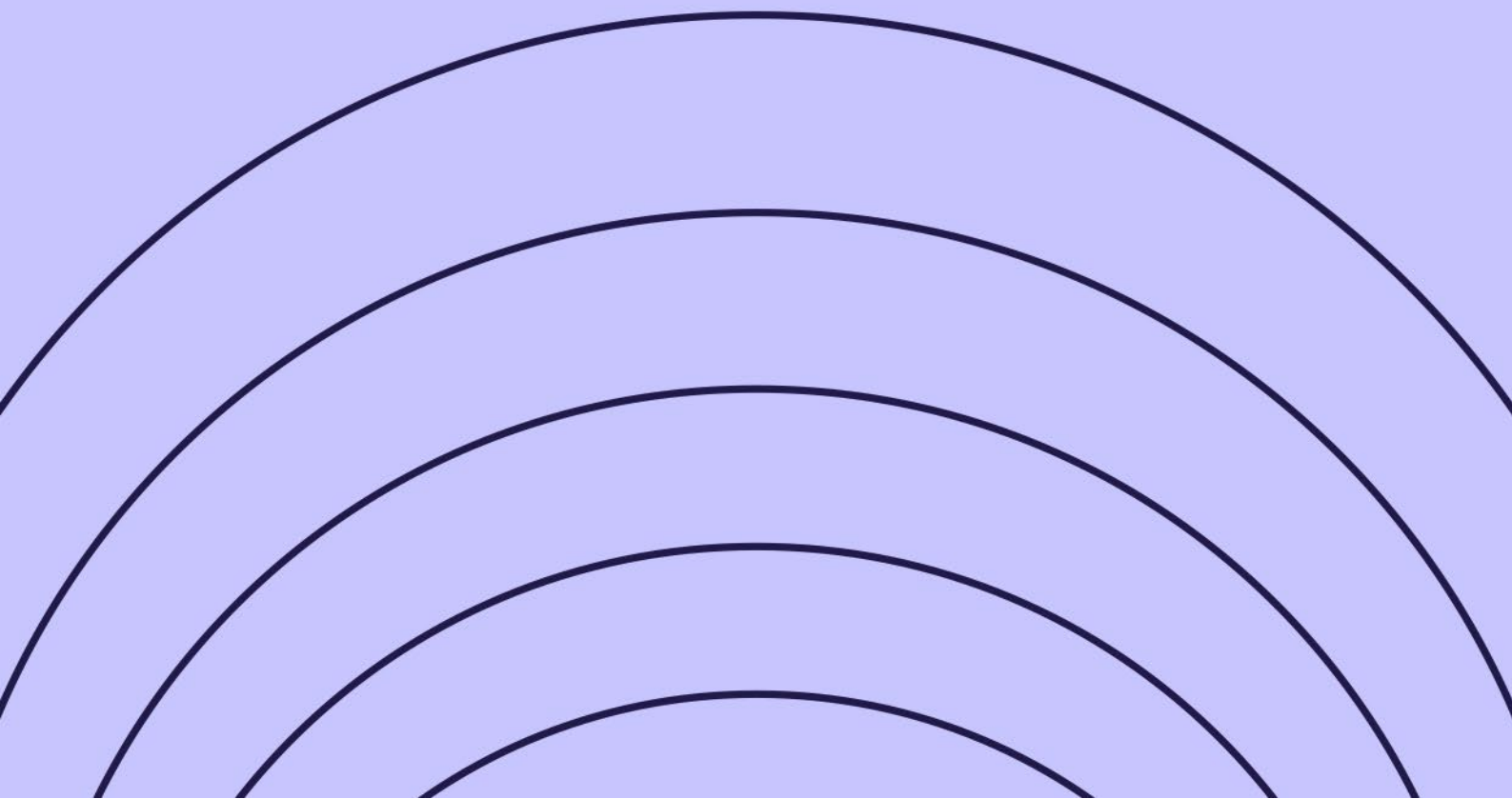




# **Pearson Work Based Learning Centre Guide to Quality Assurance 2025- 2026**

Last updated October 2025



# Table of Contents

<b>Introduction</b>	<b>5</b>
<b>Quality Assurance for Work-based Learning</b>	<b>7</b>
<hr/>	
What's changed?	7
Which qualifications are covered by work-based learning quality assurance?	8
BTECs following the WBL quality model	10
<b>How we will quality assure programmes</b>	<b>14</b>
<hr/>	
Stage 1: Centre Self Assessment .....	14
Stage 2: A visit from our Lead Standards Verifier (where applicable) .....	15
Step 3: Sector standards verification .....	16
Education and Training Level 5 .....	18
Education and Training Levels 3 and 4 .....	18
Apprenticeships .....	19
Stage 4: Next verification cycle .....	19
<b>Quality assurance process</b>	<b>20</b>
<b>Risk-based verification</b>	<b>21</b>
<b>Completing your Centre Self Assessment</b>	<b>22</b>
<hr/>	
<b>Terms and Conditions</b>	<b>22</b>

Centre Self Assessment	22
Key features	24
Initial risks levels	25
<b>Working with your sector Standards Verifiers</b>	<b>25</b>
Final risk levels	25
<b>The Lead Standards Verification Visit (where applicable)</b>	<b>27</b>
Arranging the Lead Standards Verifier visit (where applicable)	28
Preparing for the Lead Standards Verifier visit	28
<b>After the Lead Standards Verifier visit</b>	<b>30</b>
<b>Final Lead Standards Verifier Risk–Ratings</b>	<b>30</b>
Sector Standards Verification	31
Registered learners	32
The Standards Verifier will:	32
Retrospective Sampling	33
Arranging the Standards Verification remote visit	33
<b>Guidance on learner interviews</b>	<b>34</b>
<b>Guidance on learner interviews for Security Programmes</b>	<b>35</b>
For learners .....	36

For Assessors.....	36
For Internal Verifiers .....	36
For the programme.....	37
Pre-verification information for Standards Verifiers .....	37

## **The Standard Verification Visit (or remote activity) – what to expect** **39**

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<b>Internal quality assurance</b>	<b>39</b>
-----------------------------------	-----------

<b>Internal Verifiers</b>	<b>40</b>
---------------------------	-----------

<b>Sampling assessment</b>	<b>41</b>
----------------------------	-----------

<b>Meeting the Programme team</b>	<b>42</b>
-----------------------------------	-----------

<b>Conclusion of the activities</b>	<b>43</b>
-------------------------------------	-----------

<b>Certification</b>	<b>43</b>
----------------------	-----------

<b>Accessing standards verification reports</b>	<b>44</b>
---	-----------

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<b>Sector Advisors</b>	<b>45</b>
------------------------	-----------

<b>Enquiries or appeals</b>	<b>45</b>
<b>Malpractice</b>	<b>45</b>
<b>Appendix 1: Accessing your Standards Verification Reports</b>	<b>47</b>
<b>Appendix 2: Accessing your LSV allocation and reports</b>	<b>49</b>
<b>Appendix 3a: Qualifications in scope of the LSV model</b>	<b>51</b>
<b>Appendix 3b – Qualifications that are not in scope of the LSV model</b>	<b>53</b>

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## Introduction

Thank you for choosing to work with Pearson. This guide provides you with the information you need to be prepared for quality assurance for all our Pearson Work-based Learning qualifications in 2025–26.

It takes you through:

- what you need to do
- who's responsible at each stage

and gives additional advice and guidance around best practice.

We hope you find this guide useful and easy to use. We've aimed to cover all the relevant points to help you successfully deliver Pearson NVQs/SVQs, competence-based qualifications, and BTEC qualifications which now fall under the Work-based Learning quality assurance model.

**We're here to help.**

If you need more information or support at any stage, please contact us by visiting the [contact us](#) pages of our website.

We are here to help with all your assessment queries.

You may also wish to peruse our [WBL Quality Assurance web page](#).

For existing customers, tickets can be created for your queries via [Pearson Support](#).

# Quality Assurance for Work-based Learning

## What's changed?

Since the previous version of the handbook, the following changes have been made:

- Continuation of the [Centre Self Assessment \(CSA\)](#) via the online digital platform
- Completion of Pearson's Terms & Conditions on Edexcel Online
- Streamlining of Lead Standards Verifier allocations for centres only delivering BTEC qualifications and 'Category B' sectors.
- Additional guidance on learner interviews.
- Additional guidance on consortium arrangements.
- BTEC Sport Industry Skills has transferred to the Work-based Learning quality assurance model and this handbook is applicable.
- WBL Quality Assurance Cycle.

Stage 1 within the WBL quality assurance cycle has been updated to become a [Centre Self Assessment \(CSA\)](#) completed by centres each year.

[The Centre Self Assessment](#) has been streamlined, and you are only required to complete this if you deliver WBL qualifications, including BTECs that operate as NVQs.

Pearson's Terms & Conditions for all centres will be completed on Edexcel Online going forward.

# Which qualifications are covered by work-based learning quality assurance?

This guide provides you with the information you need to deliver quality assurance for:

- Level 1 – 7 Pearson Edexcel and Pearson NVQs and competence-based qualifications regulated by Ofqual.
- BTEC Apprenticeship frameworks (except the Functional skills suite)
- BTEC Security and Fire qualifications
- BTEC FPOS
- Foundation Learning (excluding Entry Level Functional Skills and some legacy sector-specific FL programmes):
  - Personal and Social Development
  - BTEC WorkSkills
  - BTEC Entry Levels 1–3
  - BTEC Introductory Level 1
  - Home Cooking Skills
- BTEC specialist qualifications including:
  - Cleaning, facilities, and hospitality
  - Goods, warehousing, transport, and logistics
  - Business Admin, Team Leading, Customer Service and Management
  - BTEC Teamwork, Personal Skills, and Citizenship in Youth Organisations
  - Health and Social Care (including Dementia and End of Life Care)
  - Construction Occupations, Health, and Safety in a Construction Environment, BTEC Level 1 Construction
  - BTEC Sports Industry Skills
- On programme qualifications for the new apprenticeship standards
  - Apprenticeship Standards Engineering
- Technical Occupational Entry qualifications (TOEQs)

For the purposes of this guidance, the qualifications above will be referred to collectively as work-based learning (WBL) programmes.



The following qualifications remain subject to BTEC quality assurance:

- BTEC Level 1/2 Firsts
- BTEC Level 1/2 Tech Awards (from 2017, last certification 2024)
- BTEC Level 2 and 3 Technicals
- BTEC Level 3 Nationals
- BTEC QCF Specialists, Level 1 and Entry Level (not covered by WBL QA)\*

A full extensive list of qualifications can be found here in PDF Format –

<https://qualifications.pearson.com/content/dam/pdf/Support/Quality%20Assurance/btecs-following-the-wbl-quality-model.pdf>

### **Lead Standards Verifier**

Pearson continues to review the quality assurance model and has carefully reviewed the scope of the Lead Standards Verifier role. To minimise the administrative burden and maximise other risk management control measures, a number of qualifications have been removed from the Lead Standards Verification model (unless additional support is required)

Please see Appendix 3b for the full list of qualifications removed from the Lead Standards Verification model.

Centres will still receive a minimum of one standards verification interaction annually (one visit, or one remote subject to risk) and we reserve the right to increase sampling based on risk indicators (such as a change in verification outcomes or intelligence which pertains to risk of safe certification).

If you deliver BTEC Specialist qualifications as part of an apprenticeship registration with Pearson or alongside other Work-based Learning qualifications, then your Work-based Learning Lead Standards Verifier will include these within their review.

For further detail on the BTEC quality assurance model, please refer to the [BTEC Centre Guide to Quality Assurance](#).

The following qualifications will remain subject to External Examination:

- Higher Nationals
- Level 4 – 7 BTEC Professional Qualifications

For further detail on the Higher National quality assurance model, please refer to the [BTEC Higher National Centre Guide to Quality Assurance](#).

If you are a Private Training Provider delivering BTEC Level 4-7 qualifications, these will remain subject to Academic Management Review (AMR) and External Examination.

## BTECs following the WBL quality model

BTEC qualifications that have been transferred to our Work-Based Learning (WBL) quality assurance model will be required to follow the process specified within this handbook. However, if a centre only offers BTECs, a Lead Standards Verifier will not be allocated. We will focus on sector specific standards verification instead. The process is not too dissimilar to the BTEC quality assurance model although will have some variation, along with different timeframes related to each stage. The reason for this move is to:

- 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.
- Support the wide range and differing needs of centres and learners - improving the qualifications accessibility to a wider range of customers and impacting market share.
- Provide an alternative to centres to deliver in a range of formats e.g. short intensive course format, or across an academic year within a study programme.

If your centre also delivers BTEC qualifications that fall under our BTEC quality assurance model, these will be required to follow the process specified within the [BTEC Centre Guide to Quality Assurance](#).

The [Centre Self Assessment](#) should be completed by 3<sup>rd</sup> November 2025. Further details about how to complete this can be found within our bitesize videos and centre guides accessed via our [quality assurance webpage](#). The CSA can be accessed directly via the link: <https://learninghubprogress.pearson.com/centre-self-assessment>

### Lead Standards Verifier allocation review.

The WBL LSV role has been designed to support centres delivering multiple competence-based qualifications, with a roll on / roll off delivery – ensuring a joined-up approach to Quality Assurance, enabling rationalisation of SVs, and to flag any issues ahead of standards verification.

The BTEC qualifications which moved over to the WBL QA model, were included within the Lead Standards Verifier model, however there are a number of centres, schools in particular, who are only delivering one of these BTEC qualifications to an academic cycle and were therefore not gaining the full benefit of this role.

To streamline the approach and to reduce the administration burden, **centres that are delivering only BTEC qualifications will not be subject to Lead Standards Verifier allocation. See Appendix 3b for further detail.** Centres will retain their SV(s) – who will be their point of contact for any issues with the relevant qualifications. Any overarching quality issues or queries can be escalated to Pearson via the customer service portal, where the WBL Assessment team, and / or the Vocational Quality Assurance Managers will be able to support as appropriate.

This change streamlined approach to LSV allocations affects the following BTEC qualifications:

- Personal and Social Development
- BTEC WorkSkills
- BTEC Entry Levels 1–3
- BTEC Introductory Level 1
- Home Cooking Skills
- Cleaning, facilities and hospitality
- Goods, warehousing, transport and logistics
- Business Admin, Team Leading, Customer Service and Management
- BTEC Teamwork, Personal Skills and Citizenship in Youth Organisations
- BTEC Sports Industry Skills
- On programme qualifications for the new apprenticeship standards
- Apprenticeship Standards Engineering

### **Registering Lead Internal Verifiers**

Qualifications that fall under Work-Based Learning quality assurance will not require Lead Internal Verifier registration via the OSCA platform within Edexcel Online (EOL). However, personnel will be recorded on your verification reports, and it therefore remains

important that you have a named person to undertake this role. This may impact on your Direct Claims Status if you do not have in place adequate resources to deliver Pearson programmes.

### **Centre Standardisation Materials (CSMs)**

Qualifications that fall under Work-Based Learning quality assurance will not be required to access centre standardisation materials via the OSCA platform. However, we do maintain that for all programmes, internal verifiers, and assessors (from all sites) are effectively standardised to deliver programmes to national standards. Best practice or inconsistencies will be detailed in your reports and therefore, this may impact on your Direct Claims Status if this activity is not undertaken effectively.

### **Supporting you with standardisation**

You can still access some centre standardisation materials (for example for Introductory and Entry Level) through our subject web pages under the relevant qualification. If you require a copy of past materials that are not available via our website, please contact us for further support via the Customer Service Portal.

### **Internal Assessment and Resubmission**

BTEC qualifications that are graded must follow the requirements identified within the [BTEC Centre Guide to Internal Assessment](#) accessed via our quality assurance webpage. This will include the process of authorisation and procedure for the resubmission of evidence.

### **Standards verification reporting for BTEC qualifications.**

Qualifications under the Work-based Learning quality assurance model generally use the electronic quality report form (eQRF) which is completed online, accessible by centres via Edexcel Online. There are some BTEC qualifications that are graded, and therefore are not suited to the eQRF, which is suitable for pass / fail qualification. For graded BTEC qualifications, such as the Graded Level 1 Introductory and Entry qualifications and Advanced Manufacturing Engineering (AME), SVs will use a BTEC offline report. This will be emailed across to you once completed, within 10 days of the remote visit.

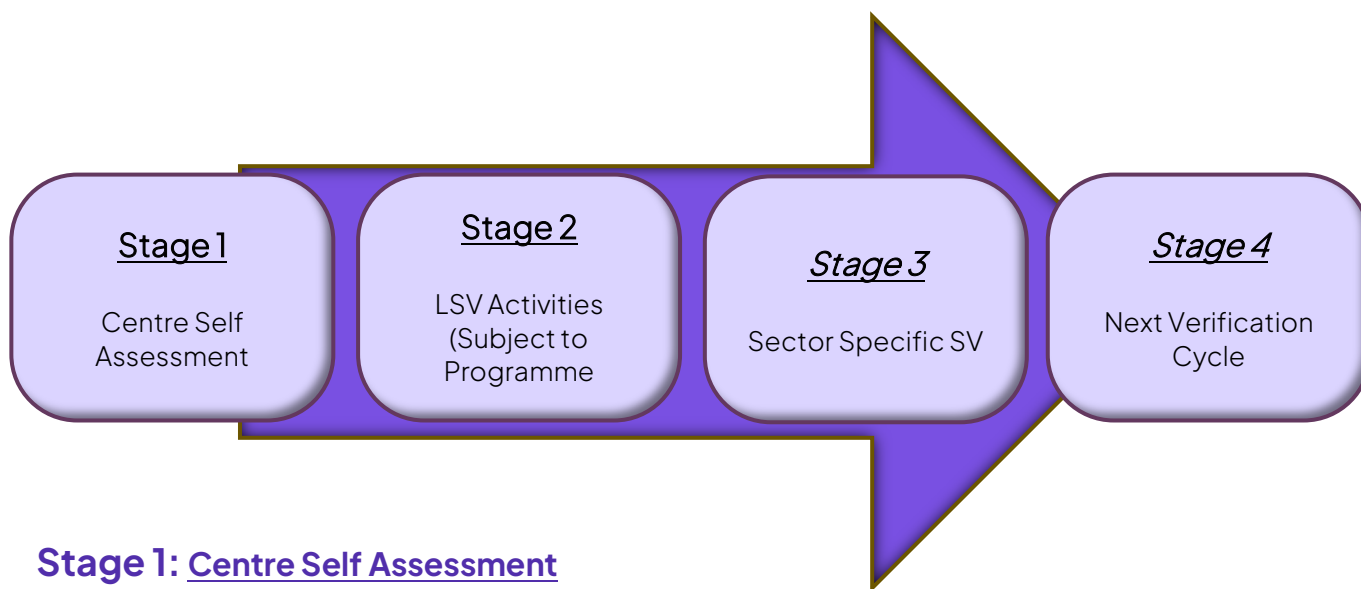
### **Consortia Arrangements**

Qualifications falling under Work Based Learning's Quality Assurance model (WBL QA) that permit Consortia arrangements for centre programmes will be allocated a single WBL Lead Standards Verifier (LSV) whom will review all centres under a single Consortium. This process will involve the WBL LSV working with the lead centre for a Consortium and creating a single, main Consortium Report that captures this Consortium arrangement. Centres who are a part of multiple Consortia arrangements will receive a WBL LSV report for each Consortium.

Any programmes delivered by centres within the Consortium that are not a part of the shared Consortium delivery will be reviewed separately, with centres receiving an individualised copy of the WBL LSV report that shares outcomes from the Consortium review alongside additional review(s) for any programmes running separately at a centre. Centres who are not running any WBL QA programmes outside of a Consortium arrangement will only receive a copy of the main Consortium Report.

For programmes falling under a Consortium arrangement, a single Standards Verifier will be allocated, whom will liaise with the lead centre for sampling arrangements. Where an offline report is used to record outcomes of the verification activity, a copy will be sent to all active centres within the Consortium arrangement by the allocated Standards Verifier and only a "stub" will be available via Edexcel Online to record the Quality Outcome of the report.

# How we will quality assure programmes



## Stage 1: Centre Self Assessment

Centres complete the new Centre Self Assessment (CSA) which can be accessed via the link: Centre Self Assessment.

The purpose of the Centre Self Assessment (CSA) is for Quality Nominees and Heads of Centres to confirm that all policies and procedures required for the delivery of Pearson's vocational qualifications are in place, effective and have been contextualised for your centre. Your acceptance of Pearson's Terms and Conditions of Centre Recognition and Qualification Approval for delivering Pearson's vocational qualifications will be completed via Edexcel Online.

As part of the CSA you will select the 'Work-based Learning' group of qualifications and complete the Centre Self Assessment for the programme or group of programmes you deliver and plan to deliver. It allows you to be as critical as you want of your delivery and quality assurance systems. Please complete the CSA by 3<sup>rd</sup> November 2025, or ahead of your Lead Standards Verifier (LSV) or Standards Verification activities.

Once the CSA is complete, your Lead Standards Verifier and Standards Verifiers will use this information to work with you to identify areas of best practice as well as work with you on areas that may need further development. The purpose of this activity is to work with you to plan all verification activities for the year ahead, reduce risks to invalid certification and more importantly, delays to certification.

## Stage 2: A visit from our Lead Standards Verifier (where applicable)

Your Lead Standards Verifier will be allocated to your centre in October. They will introduce themselves and ask you to complete your Centre Self Assessment. This will allow the Lead Standards Verifier to plan and tailor their visit to your needs.

**\*\*If you only deliver qualifications that are categorised as ‘low risk’ i.e., any qualification in ‘Category B’, you will **not** be allocated a Lead Standards Verifier for 2025/2026. We will instead focus on Standards Verification. If you offer a wide range of qualifications, i.e., qualifications in Category A and B you will be allocated an LSV, but only the qualifications in scope will be reviewed (see Appendix 3b for the list of qualifications out of scope of LSV).**

Your Lead Standards Verifier will complete a visit annually, ideally before December, but this will depend on your needs. Your Lead Standards Verifier will also be available all year round to give you guidance on quality assurance to support delivery across programmes and can even help you prepare for sector standards verification. Additional visits can be requested based on your needs.

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 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.

The Lead Standards Verifiers will be your single point of contact for verification activities, and they will work with your sector Standards Verifiers as a team to complete the verification process.

Lead Standards Verifiers can also act as sector Standards Verifiers in their given area of expertise; therefore, we will aim to allocate you a Lead Standards Verifier who is also occupationally competent in at least one of your programmes.

### Step 3: Sector standards verification

To complete standards verification for work-based learning programmes, we allocate Standards Verifiers to conduct sampling of learner work. Standards verification ensures that you have accurate assessment records and are assessing learners appropriately, consistently, and fairly.

Standards Verifiers are sector experts, occupationally competent, and have up-to-date and relevant continuing professional development (CPD) for the sector(s) they verify. Standards Verifiers provide advice and guidance and work with you to support you in demonstrating that you are working to standards and identify possible areas where you may require support.

You will normally receive at least one remote visit from a Standards Verifier per sector, per year, followed by ongoing support and development. This may result in more visits or remote support, as required, to complete the verification process and release certification. The exact frequency and duration of Standards Verifier visits will reflect your centre's performance, taking account of the:

- number of assessment sites
- number and throughput of learners.
- number and turnover of Assessors.
- number and turnover of Internal Verifiers.

For the following high-risk programmes, you will receive at least two standards verification activities: Security, Fire, Emergency Care, Paediatric First Aid, First Person on Scene, Childcare, Social Care Services and Construction.

Where a Standards Verifier is competent in more than one sector in which you deliver programmes, we will endeavour to allocate the same Standards Verifier.

#### **Level 1 BTEC Health and Safety in a Construction Environment**

Where centres are delivering the Level 1 BTEC Health and Safety in a Construction Environment under the Construction sector, the following also apply:

At least 1 face-to-face visit will be required for the qualification BTEC Level 1 Health and Safety in a Construction Environment, which sits under the WBL Construction sector for Levels 1–3.

This means, for sector-specific Standards Verification activity where the BTEC Level 1 Health and Safety in a Construction Environment is being sampled:



- One Standards Verification activity will need to be face-to-face. Other programmes allocated to the SV should be sampled/verified on the same day if possible.
- Second Standards Verification activity will generally be remote unless quality issues require another face-to-face visit.
- Beyond the single face-to-face verification activity, any additional face-to-face verification activities will need to be approved by Pearson prior to being arranged.

**NB:** The face-to-face visit does not necessarily have to be conducted as the first verification activity, but if the first activity is remote, the second verification activity will be used as a face-to-face visit by the SV.

Note that the default verification method remains remote for other Construction programmes under WBL unless there is authorisation for a face-to-face visit, or the programme is sampled at the same time as the BTEC Level 1 Health and Safety in a Construction Environment on a face-to-face visit.

The level of sampling conducted on the programme will depend upon the number and frequency of learner registrations.

### **Level 3 Principles and Practice for Pharmacy Technicians (Apprenticeship)**

Due to the dispensation applied to the Pharmacy Technician Apprenticeship Standard (Level 3), the on-programme qualification for apprentices will have the following requirements that differ from non-apprenticeship learners.

The dispensation for Pharmacy Technician requires each individual apprentice to be reviewed and signed off by a Standards Verifier (SV) before the apprentice can be listed—individually—for achievement of their on-programme qualification, this means your allocated Standards Verifier will need to sample a range of units from each individual apprentice you have registered on the Level 3 Principles and Practice for Pharmacy Technicians (APPRENTICESHIP) programme.

Only apprentices who have been reviewed by the Standards Verifier and found to have sufficiently achieved standards will be put through for certification on a named basis. This also means the apprenticeship version of the Level 3 Principles and Practice for Pharmacy Technicians qualification cannot be granted Direct Claims Status (DCS).

The timing of sampling for apprentices should allow the allocated Standards Verifier to fully sample an apprentice before they are put through for EPA (End point Assessment).

Partial sampling can be planned in advance for completed units to reduce the amount of time required to sample an apprentice in full as they come to completion of their on-programme training.

Please note that this does not apply to the Pharmacy Services Assistant Apprenticeship Standard (Level 2), therefore, Standards Verification arrangements for the on-programme qualification, the Level 2 Principles and Practice for Pharmacy Support Staff, will remain the same for both, apprentices, and learners, with DCS being applicable where centres have demonstrated standards have been met and maintained over time.

## Education and Training

### Education and Training Level 5

As the Education & Training sector Level 5 is classed as high-risk, Standards Verification (SV) activity for this sector will include face-to-face visits to centres.

All programmes will receive:

- 2x Lead Standards Verifier (LSV) activities per year (the initial LSV activity and risk rating will be face-to-face, and the final risk rating will take place remotely).
- 2x Standards Verifier (SV) activities (Visit 1 remotely and Visit 2 taking place face-to-face), subject to risk. The SV will ensure requirements for assessment observations in the workplace, as detailed within the specification, have been met.
- Additional SV activities will be triggered where LSV risk rating is medium or high
- Additional SV activities (either remote or face-to-face) may also be triggered based on:
  - Registrations increase
  - Risks raised by SVs, LSVs, centres, external stakeholders, any other intelligence received (e.g. Ofsted reports)

### Education and Training Levels 3 and 4

As the Education & Training sector Level 3 and 4 is now classed as AMBER, Standards Verification (SV) activity for this sector will not include a face-to-face visit to centres. For all programs on level 3-4 the SV would need complete the full report.

As always, our approach to quality assurance is reviewed annually (as a minimum). This guidance may change based on requirements of the sector.

## Apprenticeships

Where you register learners on a BTEC Apprenticeship Framework, verification will be coordinated across components, where possible.

Where you register learners on separate components of a BTEC Apprenticeship Framework, your Standards Verifier will sample across cohorts in order to release certification.

To support us in providing you with a better experience, please alert your Lead Standards Verifier or Standards Verifier to programmes outside the apprenticeship framework.

## Stage 4: Next verification cycle

### Three-way partnership

The Quality Assurance model has been designed as a three-way partnership between you, the Standards Verifiers and Pearson. This means that Direct Claims Status will be based on information derived from three sources: the Centre Self Assessment; the findings from the Lead Standards Verifier (where applicable); and the outcomes of sector standards verification.

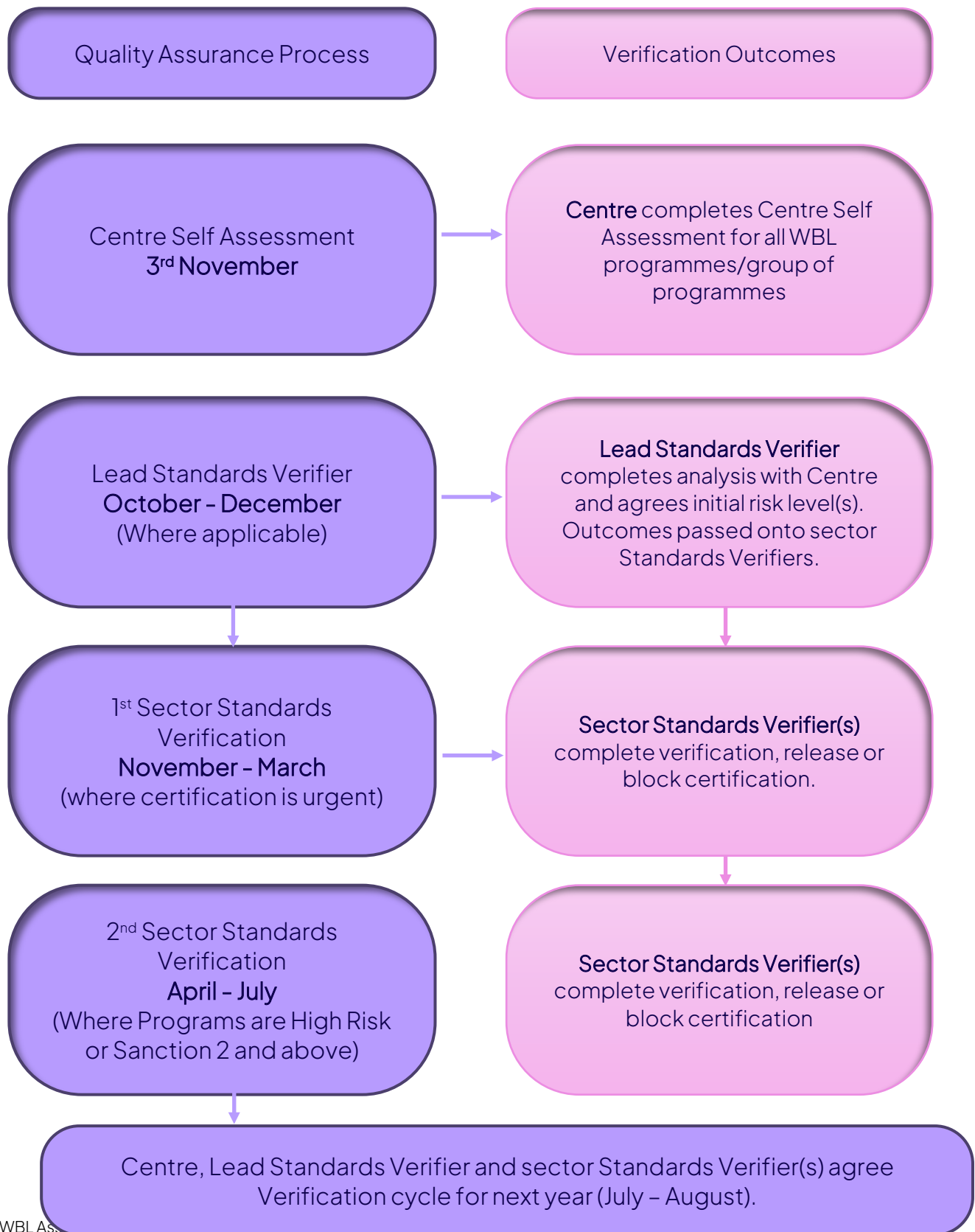
During the year you will be supported throughout the verification process across all programmes – continual communication will be key to ensuring that we can work together to quality assure certification ahead of claims.

### Applying flexibilities

Whilst we have reduced the number of sector Standards Verifier remote visits in the first instance, the approach we have taken is to work closer with you. The purpose of a risk-based approach to standards verification is to have a clearer understanding of your centre. This allows us to amend the 'two visit approach', and tailor sampling towards the needs of your programmes.

Your Lead Standards Verifier will submit a final report at the end of the year, providing Pearson with their recommendations for the following year's verification cycle. This may include recommendations to change sampling frequencies.

# Quality assurance process



# Risk-based verification

## What do we mean by 'risk-based' standards verification?

The core principle underpinning the approach is the recognition that, whilst we must have robust systems in place to uphold standards and safeguard certification, there isn't a 'one-size-fits-all' approach within work-based learning.

The aim of risk-based standards verification is to allow us to safely tailor standards verification in frequency and interval. To be able to do this, we need to accurately understand how well programmes are being delivered against our expectations.

## Definition of risk

For Pearson, risk means the level of risk we believe you carry as a customer of ours when delivering our qualifications. The risk itself is in relation to learner achievement. For example, if evidence suggests that internal quality assurance is 'poor', or learners are not given enough contact time with Assessors, then the likelihood of learners achieving will be low, and therefore the risk you carry is 'high'.

Risk can also be defined as:

- **the probability of invalid certification**
- **the possibility of learners not achieving their qualification.**

Our quality assurance model has been designed to ascertain 'levels' of risk so that we can work with you to reduce them ahead of your sector Standards Verifier visits.

As a result, the Lead Standards Verifier Report form has been designed with objective criteria and a scoring system to enable us to evaluate the rigour and consistency of quality assurance and programme delivery. We will continue to review the scoring system to ensure that it accurately reflects the centre's risk levels.

## Ascertaining risk

Risk-based standards verification requires accurate information. This will be derived from three (where applicable) key sources of information:

- [Your Centre Self Assessment](#)
- **Your Lead Standards Verifier (where applicable)**
- **Your sector Standards Verifier(s)**

The Lead Standards Verifier will manage a team of sector Standards Verifiers for your centre, drawing the information together and working with you to determine risk levels for each programme.

# Completing your Centre Self Assessment

## Terms and Conditions

The continuation of the [Centre Self Assessment](#) via the online platform allows us to streamline the approach to quality assurance.

The Pearson Terms and Conditions are regularly reviewed and updated, to ensure they are aligned with our regulators' responsibilities, as well as our own regulatory policies. Your annual Terms and Conditions will be completed via Edexcel Online, and will no longer be a part of the CSA process.

We therefore require the Head of Centre to review, sign and date the Pearson Terms and Conditions **annually** as part of your centre approval criteria.

This should be completed prior to your LSV visit.

If you have not completed this by the date of your LSV visit, an action point will be given.

## Centre Self Assessment

The purpose of the [Centre Self Assessment](#) is to allow you to begin the verification process. We also need accurate information on the programmes you are delivering so that we can make appropriate decisions about the way forward.

Our systems tell us about registered learners, but you can use this self-audit to tell us about recruitment plans or when you plan to certificate; this means we can ensure a sector Standards Verifier will be available.

To access the [Centre Self Assessment](#), you will select the 'Work-based Learning' qualification group option, which will then take you through the Centre SelfAssessment, with the following five sections:

### **Section 1: Programme information**

Section 1 should be completed by your Quality Nominee or Centre Manager to confirm the programme titles, registered learners, number of learners planned within the next 12 months along with how you plan on delivering your programmes.

### **Section 2 and 3: Management Arrangements and Learner Support**

Sections 2 and 3 should be completed by your Quality Nominee or Centre Manager. This should be completed for all work-based learning qualifications.

### **Section 4: Progress against open actions**

Section 4 should be completed by your Quality Nominee to advise of any open actions from your previous SV report along with any updates to resolve these actions.

### **Section 5: Assessment and Verification**

Section 5 'Assessment and Internal Verification' requires each of the Programme Managers or Lead Internal Quality Assurers to complete the section Assessor and Verifier profiles for the relevant programme areas.

Once the [Centre Self Assessment](#) has been submitted, your Lead Standards Verifier will be able to access and see your responses to review the information and plan for the Lead Standards Verifier visit.

The Lead Standards Verifier will then arrange a date for a remote visit to meet with your Quality Nominee and Programme Leaders/Managers. This visit is intended to amplify and clarify information provided on the [Centre Self Assessment](#), and an opportunity for you to discuss programme delivery and quality processes.

More information on completing the [Centre Self Assessment](#) can be found in the **Centre Self Assessment Guidance for Work-based Learning Qualifications 2025–26** document which will be available shortly on the [Quality Assurance webpage](#).

Please note: for centres delivering qualifications which are out of scope of the Lead Standards Verifier Model (see Appendix 3b) only the terms and conditions and the mandatory declarations are required to be completed via Edexcel Online. The [Centre-Self Assessment](#) does not need to be completed for qualifications listed in Appendix 3b.

## Key features

With feedback from our centres and Lead Standards Verifiers, reviewing and revising our [Centre Self Assessment](#) is an ongoing process. To ensure that this form is fit-for-purpose and provides your LSV with all the necessary information, we have maintained the sections below in the form.

- **Planned learners:** the first section of the [Centre Self Assessment](#) is for you to include your centre details and programmes; we have now also added a space for you to include the number of future projected learners by programme. This will help your LSV ensure appropriate standards verification takes place.
- **Individual unit registration:** the next section gives you the opportunity to list any learners registered on individual units rather than the full qualification, again it would be helpful if you included future projected learner numbers by programme / units in this section.
- **Key information:** please use this section to tell us about your centre, include information about your organisational plans for the year, for example any changes to your delivery staff, centre mergers etc.
- **Assessment and internal verification sections:** these sections are provided to list your Assessor / Verifier profiles to allow the LSV a quick overview of the current roles.



## Initial risks levels

During the first few months of delivery, once a Lead Standards Verifier visit has taken place, an 'initial risk level' will be assigned to each programme or group of programmes. This will allow you to work on areas that may need improving ahead of sector Standards Verifier visit(s).

This means the Lead Standards Verifier is not there to scrutinise programmes and remove Direct Claims Status; the Lead Standards Verifier is there to work with you to identify risk to certification as well as good practice.

Your Lead Standards Verifier is there to provide upfront support, act as a point of contact for quality assurance systems for all work-based learning programmes.

## Working with your sector Standards Verifiers

To reduce the administrative burden, your Lead Standards Verifier will send their findings and initial risk levels to your sector Standards Verifier(s). This will support sector Standards Verifiers in completing 'Management arrangements and other generic information required to complete the verification process. This will allow sector Standards Verifiers to focus more on how well programmes are delivered, the effectiveness of learner support and the accuracy and rigour of assessment and quality assurance.

The key to understanding which areas Lead Standards Verifiers review and what sector Standards Verifiers review is to remember that sector Standards Verifiers are occupationally competent and have the relevant CPD, and therefore will remain responsible for reviewing areas that require occupational competence such as competence of personnel or national standards. Policies such as Complaints procedures, Equality and Diversity, will be reviewed by your Lead Standards Verifier.

## Final risk levels

On completion of the sector standards verification, sector standards verification report(s) will be reviewed by the Lead Standards Verifier and the risk level for each

programme area will be confirmed or adjusted. Final risk levels must be agreed with the sector Standards Verifier. This gives you a final risk level, for each programme area at your centre.

It may therefore be perfectly possible for one 'high risk' programme at your centre to receive more than two supporting Standard Verifier visits in a 12-month period. Conversely, 'low risk' programmes may receive one supporting visit once in 18 months. The Lead Standards Verifier will monitor this and as circumstances change within a centre, adjust the risk level and verification cycle for each programme area.

Final risk levels will only be assigned after a year of verification (usually in July), as this will allow us to gain an accurate picture of performance before adjusting the frequency and intervals of verification activities. This will mean that where risk is determined as 'low', i.e. where quality assurance processes are strong and consistent, there will be less frequent standards verification interventions, unless and you request additional support. Remember, your Lead Standards Verifier is available all year round, so you will have someone to contact.

Please note, 'final risk level(s)' are determined from at least one visit from a Standards Verifier and in agreement with the Lead Standards Verifier. This will not apply to newly approved programmes until the Standard Verifier has verified and completed, summative assessment decisions across a full qualification.

# The Lead Standards Verification Visit (where applicable)

We will allocate a Lead Standards Verifier:

- **to approved centres offering competency-based qualifications that have registered learners,**
- **And notify your centre Quality Nominee who acts as our point of contact.**
- **to manage sector Standards Verifiers allocated to your centre.**
- **to undertake Standards Verifier duties where they have current occupational competence in a sector where you have active programmes.**

Wherever possible your Lead Standards Verifier will work with you to rationalise the number of Standards Verifiers allocated to your centre. Lead Standards Verifiers can also act as sector Standards Verifiers where they are occupationally competent and have relevant and up-to-date CPD. This reduces the need for additional personnel.

Our Lead Standards Verifier will work with your Quality Nominee. The Lead Standards Verifier will check which programmes are currently offered in your centre and confirm registrations on each. You may have completed the Centre Self Assessment ahead of receiving details of your Lead Standards Verifier. If not, your Lead Standards Verifier will request for this to be completed.

The Lead Standards Verifier will then arrange a suitable date to visit you (remotely) and to meet with your Quality Nominee and Programme Leaders/Managers.

From October, you will be able to see your allocated Lead Standards Verifier on Edexcel Online, along with their contact details. Please see Appendix 2 for guide on how to view this.

## Arranging the Lead Standards Verifier visit (where applicable)

The Lead Standards Verifier will meet with your Quality Nominee and the Programme Leaders/Managers. If your centre offers numerous Pearson work-based learning programmes, allow time for each Programme Leader/Manager meeting. Allow some time at the start of the day and again at the end of the day for the Lead Standards Verifier to discuss findings with your Quality Nominee.

The remote visit will need to be long enough for the Lead Standards Verifier to look at programme documentation and centre wide policies and procedures. We would expect a typical Lead Standards Verifier visit to take around 4–5 hours depending on the number of programmes being reviewed. The Lead Standards Verifier will not observe any assessment, nor will they meet with learners as this will be undertaken by sector Standards Verifiers.

## Preparing for the Lead Standards Verifier visit

Prior to their remote visit your Lead Standards Verifier will send you an LSV Activity Plan. In the Plan the Lead Standards Verifier will set out which Programme Leaders they would like to meet. The Lead Standards Verifier will work with you to organise the times of each meeting so that you can arrange the day around your centre activities. The LSV Activity Plan and schedule should be agreed at least a week in advance of the remote visit.

The Lead Standards Verifier Activity Plan will also identify the information needed on the day. This should include:

- learner numbers on each programme
- approval letters for any programme approved within the previous 12 months.
- details of any new programme proposed within the next 12 months.
- details of sub-sites/additional sites, consortia arrangements
- examples of codes of practice/contracts between satellite, outreach, linked sites and work placements
- details of responses to Standards Verifier action points
- examples of remedial actions in response to recommendations from other agencies e.g. Ofsted
- examples of programme reviews

- details of sanctions applied in the preceding 2 years.
- examples of learner induction processes and materials
- systems for ensuring work placements are safe and suitable.
- details of equipment and IT resources for each programme area.

If you are unable to supply relevant documents or policy, then this will be explored during the Lead Standards Verifier visit and guidance will be given.

# After the Lead Standards Verifier visit

Following the remote visit, your Lead Standards Verifier will assign an 'initial risk level' for each programme area, and the report should follow no later than 10 working days after the remote visit.

Your Lead Standards Verifier report will be available for you to access via Edexcel Online once it has been submitted. Each year, two versions of the report will be submitted:

- **an initial report submitted after the Lead Standards Verifier's remote visit,**
- **and a final report submitted at the end of the verification year, with a final risk level.**

Please see Appendix 2 to see how to access your Lead Standards Verifier allocation and report.

## Final Lead Standards Verifier Risk-Ratings

Please note, 'final risk level(s)' are determined from at least one visit from a Standards Verifier and in agreement with the Lead Standards Verifier. This will not apply to newly approved programmes until the Standard Verifier has verified and completed, summative assessment decisions across a full qualification.

# Sector Standards Verification

We allocate a Standards Verifier:

- **to those approved centres that have registered learners**
- **to qualifications in sectors for which they are occupationally competent to verify.**

For some sectors, you may be allocated separate Standards Verifiers for qualifications at levels 1–3 and qualifications at levels 4–7. Wherever possible we will seek to rationalise the number of sector Standards Verifiers allocated.

Standard Verifier and Lead Standards Verifier allocations for WBL qualifications are usually released in October, with the exception of NAS Engineering which has the altered timelines below.

## NAS Engineering (Knowledge) qualifications

Programmes falling under National Apprenticeship Standards (NAS) Engineering (Knowledge), such as Advanced Manufacturing Engineering (Knowledge-based), have their allocations released later in the academic year than regular qualifications under Work Based Learning's Quality Assurance model.

For NAS Engineering (Knowledge) programmes, we would expect to see allocations released in November, aligning sampling from our Standards Verifiers with a more typical academic cycle. This does not affect the Direct Claims Status (DCS) model that is used for releasing certification but does shift the typical availability window for verification activities from starting in mid-September to starting in mid-November.

## Applying flexibilities

Standards Verifiers will carry out a remote visit for their programme area, usually between November and March. This remote visit will assess the risk level of a programme area(s) which will be fed back to you and the Lead Standards Verifier. Depending on the outcome, this may change the frequency and type of the next verification activity for the programme(s).

For example, for programmes assigned as 'low risk' by the Lead Standard Verifier, and awarded DCS by the Standards Verifier it may be suggested that the next annual sample remains as remote sampling. In other cases, the Standards Verifier may return for a

second sample more quickly. In both cases, this will be discussed with you and the Lead Standards Verifier.

Where the risk level for a programme area changes, this will change the verification type and frequency. This will enable us to provide support where it is most needed.

Whenever programmes are started, it's important to note that flexibilities will only apply after at least a year of verification, this is so we have had enough time to make the right decisions about your delivery.

## Registered learners

Standards Verifiers will only review qualifications with registrations. Learners should be registered within six weeks of enrolment so that you can receive guidance and support from the Standards Verifier as early as possible.

Information regarding learners should be accurate and up to date so that we can provide appropriate support and ensure compliance with regulatory requirements. If learners leave a programme, it is important to withdraw their names from Edexcel Online so that we can base verification on accurate numbers. Our Account Managers and/or Specialist can help you with this.

If you cancel a pre-arranged visit at short notice, you must have a legitimate reason. We may withhold any claims for certification until a verification visit has been completed. We reserve the right to charge a fee for visits that have been cancelled at short notice.

## The Standards Verifier will:

- visit your centre remotely usually before March each year, subsequent remote visits or sampling will depend on the risk level for each programme area.
- liaise with your Programme Manager(s) to arrange a remote visit date and a schedule for the day.
- sample and review learners' evidence, assessment and internal verification including records of standardisation meetings.
- observe live assessment practice wherever possible.



- review the learning and work-based resources to ensure these enable the learner to meet national standards.
- review the additional support available to learners to help them progress.
- verify that the National Occupational Standards for assessment, internal verification and for the occupational sector are met.
- provide advice, support and guidance to the centre on best practice.
- provide verbal feedback at the end of their remote visit highlighting any areas for improvement or non-compliance.
- agree an action plan for improvement where needed.
- recommend access to certification or actions to be undertaken by the centre, as appropriate.
- where necessary, recommend limitation or suspension of certification, or suspension of registration.
- submit reports within 10 working days of their remote visit.

## Retrospective Sampling

Standards Verifiers are required to make full use of retrospective sampling. To enable retrospective sampling to take place, portfolios must be retained for all learners certificated between verification activities.

## Arranging the Standards Verification remote visit

The Lead Standards Verifier will have already confirmed with you which programmes are running, and the number of registered learners and/or planned registration numbers. The Standards Verifier will then agree with you a date for the remote visit and timings for key activities. The date of this remote visit should be appropriate for when learners require certification. The Standards Verifier will send you an Activity Planner setting out what you have agreed.

You should plan the day so that the best use is made of the Standards Verifier's time. If your centre has several assessment sites, you will need to make the Standards Verifier aware of this and agree which will be focused on. The remote visit will need to be of sufficient duration for the Standards Verifier to complete all necessary verification activities in order to make recommendations on certification.

The remote visit should include time to cover the:

- observation of assessment practice
- sampling of learner work and interviews with learners (in line with revised guidance)
- review of internal verification plans and their implementation
- records of standardisation meetings
- meeting with Assessors and Internal Verifiers
- discussion of any action points from previous reports
- review of learning and support resources and materials
- review of the assessment strategy requirements and their implementation
- feedback to the Internal Verifier/Programme Manager and, in some cases, the assessment team.

For remote standards verification where a sample is requested by the Standards Verifier:

- the Standards Verifier agrees the units, learners, portfolios and other related records required in the sample and confirms arrangements with you in writing.
- you should never send original evidence or records unless specifically required.

Please note that where necessary, Pearson have the right to conduct unannounced visits as part of their QA requirements, and requests are complied with for access to premises, records, information, learners and staff for the purpose of external verification

## Guidance on learner interviews

Please be aware of the revised guidance regarding student interviews which was issued April 2022.

Learner interviews must **only** take place whilst the learner is on site (i.e. centre or workplace) and never in their homes. A member of centre staff who is not involved with the delivery and/or assessment of the programme should accompany the student for the duration of the interview for observation purposes only.

Centres will need to provide a centre email address to facilitate the interview. For example, a Microsoft Teams meeting could be arranged for a group of learners with the invite link sent by the centre staff or by the SV to centre staff. This avoids any data privacy concerns of personal contact details being shared. Alternatively, your centre may have a Virtual Learning Environment (VLE) that does not share personal email data.

We recognise that some centres deliver our programmes via distance learning and learners may not be able to visit the centre to attend the learner feedback interview. If this is the case, the interview must take place using the centre's VLE. A member of centre staff who is not involved with the delivery and/or assessment of the programme should accompany the learner(s) for the duration of the interview for observation purposes only.

If it is not possible for Pearson SVs to meet with students without exchanging personal contact details, please do not proceed with the learner interview.

## **Guidance on learner interviews for Security Programmes**

When learner interviews take place during a face-to-face visit by a Pearson Associate, they must only take place whilst the learner is on site (i.e. centre or workplace) and never in their home.

A member of centre staff who is not involved with the delivery and/or assessment of the programme does not need to accompany the learner for the duration of the interview for observation purposes only

Pearson will be conducting remote interviews for Security qualifications. Remote interviews will take place via telephone. Centres will need to provide all telephone numbers to facilitate the interviews. Centres will not be informed of learners who have been interviewed, this is to protect the learners and the information they provide. Pearson Assessment Associates will not store details beyond the sample, this avoids any data privacy concerns of personal contact details being shared.

# Preparing for sector standards verification

The following sets out the information that you will need to prepare for the Standards Verifier remote visit:

## For learners

- Start date, registration date and number, NVQ/SVQ qualification/level.
- Initial assessment, including learning needs and Recognition of Prior Learning
- Workplace location, including details of supervisor/manager/mentor.
- Assessor to learner allocations
- Progress review dates, including latest action agreed.
- Records of assessments and summative decisions
- Unit progress and completion

## For Assessors

- Details of any changes to the assessment team since the last visit or Standards Verifier sampling
- Up-to-date CVs, relevant to the qualifications assessed
- Assessment qualification certificates or validated copies of the originals
- Personal development plans for Assessors showing professional updating/development on a rolling basis
- Learner workload including assessment sites (if provision is dispersed)
- Records of monitoring Assessor performance including feedback
- Specimen signatures of Assessors

## For Internal Verifiers

- Details of any changes to the Internal Verifier team since the last visit or sample
- Up-to-date CVs, relevant to the qualifications assessed
- Quality Assurance qualification certificates or validated copies of the originals

- Personal development plans as Internal Verifiers, showing ongoing professional updating/development
- Assessor locations
- Learner locations
- Records of monitoring Assessor performance including feedback
- Specimen signatures of Internal Verifiers

## For the programme

- The current version of the Quality Assurance Handbook
- Internal verification sampling strategy, including proposed and actual sampling
- Monitoring of assessment practice records and feedback
- Sampling of assessment decisions and feedback
- The previous standards verification report
- Certification claims for current learners and those made since the last visit
- Records of Assessor meetings and standardisation activities
- Learner support materials
- Records of individual needs assessments and support provided

## Pre-verification information for Standards Verifiers

Standards Verifiers may ask for information to be sent to them before finalising their SV activity planner. This helps Standards Verifiers familiarise themselves with the organisation and ensure that they see key people and resources. This information may include:

- a list of designated Assessors and Internal Verifiers for each qualification
- CVs and authenticated copies of D units or A and V awards, or the Level 3 Certificate in Assessing Vocational Achievement and Level 4 Award in Internal Quality Assurance of Assessment for Assessors and Internal Verifiers Processes and Practice for Assessors and Internal Verifiers.
- registered learners for each qualification (and their locations if provision is dispersed).

Much of the above is sensitive information and should be held securely and restricted to named personnel. Where information is stored electronically, access to the system

should be password protected and accessible only to those authorised to make amendments. It should be kept up to date, preferably by a named officer, and be easily retrievable. You must keep centre records for three years for audit purposes.

This includes all learner records, internal verification and assessment reports. If you have learners who have withdrawn from the qualification, then you should promptly withdraw their registration through Edexcel Online.

# The Standard Verification Visit (or remote activity) – what to expect

In the risk-based verification system, the Standards Verifier will evaluate:

- **learner resources – equipment, learning materials, IT etc**
- **learner support specific to the qualification**
- **the quality and accuracy of assessment**
- **the rigor and effectiveness of internal quality assurance/internal verification.**

The most important aspect of the verification activity is that the Standards Verifier has enough information to make a decision as to whether if certification claims can go ahead. The decision will be based on the centre recognition and approval criteria and the assessed risk level for the programme(s) being verified. The Standards Verifier's priority is to ensure that all claims for certification are valid and that all learners have parity of access to assessment.

## Internal quality assurance

The Internal Verifier is responsible for demonstrating that assessment meets the required standards and that there are satisfactory quality assurance measures in place to maintain these consistently in the future. In larger centres, where there are several Internal Verifiers it would be helpful if there is one point of contact to take responsibility for managing the programme information for the Standards Verifier visit such as a Lead Internal Quality Assurer or Quality Nominee.

The Standards Verifier will ask to see evidence of internal verification/quality assurance. This may include:

- an overall sampling strategy based on risk
- sampling plans of assessment planning, decisions and practice
- sampling records, including feedback to Assessors
- records of standardisation meetings
- records of monitoring assessment practice, including feedback to Assessors
- development plans for assessors.

The Standards Verifier will typically start by reviewing the quality of internal verification to see that it is rigorous and robust.

The Standards Verifier needs to be sure that all Internal Verifiers:

- understand centre systems and procedures
- are knowledgeable about the standards and sector assessment requirements/strategy
- are knowledgeable about the learners
- understand their own role in managing their assessment team
- base their sampling on the risk level of their Assessors
- maintain effective and appropriate quality assurance processes.

## Internal Verifiers

Internal Verifiers must be both suitably qualified and occupationally competent and should ideally be involved in the delivery and assessment of the qualification. You cannot internally verify your own assessment. Where there is a team of Assessors, it is good practice to encourage some of the team to become qualified for the internal quality assurance role.

For each NVQ/SVQ and competence-based qualification for which approval is sought, there usually must be two qualified Assessors, one of whom may also be a qualified Internal Verifier. There must be two Internal Verifiers, one of whom should be a qualified Internal Verifier and one of whom may be working towards qualification, with an identified target date for completion. **This is a minimum of three personnel.**

However, in unique circumstances it may be appropriate to agree exceptions to this rule. Where centres apply for qualification approval with only two personnel, these requests will need to come to the WBL Assessment team for review to ensure learners are not disadvantaged, maintain the integrity of qualifications and safe certification. In order to ensure that assessment is being carried out consistently and that National Occupational Standards are being met, Internal Verifiers are responsible for monitoring that Assessors maintain their Continuous Professional Development (CPD) as specified in the assessment requirements or assessment strategy for the sector.



# Sampling assessment

The sampling of assessment decisions on learners' evidence is central to standards verification. It is important therefore that you ensure that learners' evidence is available and that the records of formative and summative assessment can be seen. If assessment records and learner work isn't available when requested, the Standards Verifier report will identify actions. If no summative assessment decisions on learners' evidence are sampled for a qualification, then certification will not be allowed. When sampling assessment, Standards Verifiers will plan to see sufficient evidence to enable them to decide that there is consistent and accurate assessment by all assessors and across all units in a qualification. Standards Verifiers will ensure that they can select independently some of the learners who are sampled to ensure the validity of the sampling process.

The Standards Verifier will select their sample to:

- include formative (interim) and summative (final) stages, particularly for new centres or inexperienced teams and where qualifications have changed
- see a range of evidence and assessment methods including hard copy and alternative formats such as video, CD/DVD, audio tape, e-portfolio, etc
- evaluate the suitability and efficiency of the assessment approach
- review the support and guidance offered to learners
- check consistency across Assessors
- focus on new or inexperienced Assessors/Internal Verifiers
- look at different assessment sites and satellites
- see different learners, with particular assessment needs
- focus on new/revised qualifications or additional units
- see all units and, in particular, any problem units
- include internally verified and non-internally verified assessment decisions
- check assessment decisions on learners for whom certification has been claimed between Standards Verifier visits

Provision should be made for the Standards Verifier to observe assessment practice, such as assessment planning with a learner, live assessment of a workplace activity, verbal questioning or professional discussions.

## Meeting the Programme team

The Standards Verifier remote visit is a valuable opportunity to obtain expert help and advice. The Standards Verifier will meet with Assessors and Internal Verifiers to discuss and advise on assessment issues and practices. It is worthwhile drawing up a list of any questions or concerns that Assessors may have prior to the Standards Verifier visit so that they can make the most of the opportunity and raise these. Where issues are outside the Standards Verifier's remit or experience, they will refer you to the appropriate person/department at Pearson.

The Standards Verifier will check the qualifications for Assessors and Internal Verifiers. Where Assessors or Internal Verifiers are qualified with D units or A and V awards, they must operate to the new standards for Assessment and Quality Assurance. They do not need to achieve the new awards but need to show that their practice and understanding is up to date with current requirements.

Please see our [Quality Assurance webpage](#) for more information.

The Standards Verifier will check that all Assessors and Internal Verifiers meet the occupational competence requirements for the NVQs they are assessing/verifying. These are usually set out in the sector assessment requirements/strategy. In some sectors, this is specified in detail. In others, the requirement to maintain occupational competence is implied rather than explicit. It is however, essential that all requirements are met.

It is part of centre approval requirements that occupational competence is maintained and continuing professional development (CPD) is updated. Therefore, Standards Verifiers will also review the relevance and currency of professional development within the assessment team. Your centre should have personal development plans in place for all staff to support them in their roles. If you have staff based primarily in education and training, who are no longer actively working in the sector in which they are assessing and verifying, you need to consider and be able to demonstrate how their occupational competence remains current.

# Conclusion of the activities

It may not be practical for the Standards Verifier to complete their report during their visit, but they will want to meet with key personnel and provide a summary of the remote visit outcomes. The Standards Verifier will discuss their findings and where appropriate agree an action plan with you. It is important that the actions and target dates agreed upon are clear and realistic, since failure to complete the actions within the timeframe will lead to limitation or suspension of certification or suspension of registration. The person responsible for ensuring the action plan is met is the Lead Internal Verifier, with support from the centre Quality Nominee.

Where there are quality issues or concerns, Standards Verifiers will consider how and to what extent these may disadvantage learners or threaten the integrity of the qualifications. If Standards Verifiers decide that requirements have not been met, they will recommend one of the following:

- actions to remedy non-compliance
- limited, or suspension of, certification.
- (in exceptional circumstances), suspension of learner registration.

## Certification

Certification status can be:

- open (Direct Claims Status)
- limited (on a named learner basis)
- suspended/blocked.

Standards Verifiers will provide support, advice, and guidance to centres to achieve Direct Claim Status (DCS) so that you can claim certificates on an ongoing basis. DCS is reviewed annually. Once DCS is confirmed, DCS generally lasts for 365 days, subject to review. To ensure standards are upheld, we reserve the right to revoke DCS if evidence suggests this action is appropriate.

Access to certification for all newly approved qualifications is automatically 'blocked' until the Standards Verifier is satisfied that national standards are being consistently met and that internal quality assurance is robust.

In situations where learner evidence meets national standards, but this has not been demonstrated consistently over time, the Standards Verifier may recommend limited certification for individual learners.

The recommendations of Standards Verifiers are reviewed by the Lead Standards Verifier who will combine their findings, and discussions with you to ascertain a holistic view of performance at your centre and establish final risk levels.

Where the recommendation is to suspend certification or registrations, this is reviewed by the Senior Standards Verifier. In this case the report is not immediately available to you, but rather, is subject to pending review by the Senior Standards Verifier. This may mean in these rare circumstances; you may not receive your report within the usual 10 days.

If suspension of certification or registration is confirmed:

- we will inform you directly and provide you with access to the report
- we will work with you to address the issues
- if additional training is required, we will aim to secure appropriate expertise to provide this
- a charge may be made for consultancy visits arising from a quality issue.

It is envisaged that the new quality assurance model will reduce the need to suspend or block certification, due to the efforts put in ahead of sector standards verification.

## Accessing standards verification reports

For centres delivering qualifications on Edexcel Online, standards verification reports can be accessed online, via your Edexcel Online account. For further guidance on how to access your report on Edexcel Online, see Appendix 1.

## Sector Advisors

We have implemented the role of Sector Advisors within Work-based Learning to support specialist qualifications where the traditional Standards Verifier approach may not be appropriate due to the level of specialist expertise required, or the breadth of specialisms available on a qualification makes it challenging for a single expert to cover.

Sector Advisors work in cooperation with a Standards Verifier to sample specialist units and complete a report to inform the Standards Verifier as to whether if standards are being maintained in the assessment of learners at a centre. This report from the Sector Advisor feeds into the Standards Verification process and will be used in the decision of quality outcomes on the Standards Verifier's report for a programme.

This role currently only applies to a small number of qualifications within Work-based Learning in highly specialised sectors and will not affect the standard verification cycle for centres.

There may be a need for Sector Advisors to be included in sampling arrangements during standards verification, but your allocated Standards Verifier will make this request to Pearson when it is required.

## Enquiries or appeals

If you are unclear about what our requirements are, or you feel you have not had information from us that you need, you can formally complain or contact us. If you believe that the Standards Verifier has acted incorrectly or has reached an incorrect decision, then you can appeal. Our Enquiries and Appeals Policy is available from our [Pearson Policies page](#).

## Malpractice

Pearson has established procedures for considering appeals against sanctions arising from malpractice. Appeals against a decision made by Pearson will normally be accepted only from the head of centre (on behalf of learners and/or members or staff) and from individual members (in respect of a decision taken against them personally). Further

information on appeals can be found in the JCQ Appeals booklet (<https://www.jcq.org.uk/exams-office/appeals>).

With the rise of Artificial Intelligence, caution must be taken to ensure that learners work meets the validity, authenticity, reliability, currency and sufficiency rules. For further information please see [Artificial Intelligence \(AI\) Use in Assessments: Protecting the Integrity of Qualifications \(pearson.com\)](#)

# Appendix 1: Accessing your Standards Verification Reports

For NVQ and competence-based qualifications, Standards Verifiers will use the e-QRF report. The report is available online from your Edexcel Online account. To view the report, please select NVQ from the drop-down menu on Edexcel Online, then select External Verification -> Report Enquiry and Feedback.

The screenshot shows the Pearson Edexcel Online interface. At the top, there is a navigation bar with links for Home, Mailbox, My Account, and Log-out. Below this, the 'EDEXCEL ONLINE' header is visible. The main content area displays the date 'Monday 15 Jan 2018' and the 'Centre number' as '99000 00', with a warning 'EDEXCEL TEST CENTRE (DO NOT DELETE)'. The 'Select site' dropdown shows 'ONE90 HIGH HOLBORN (99000 - Edexcel)'. On the left, a sidebar menu lists various options: Candidates, Training Event Bookings, Request for Qualification Approval, Qualifications Approved, Tracking, Form Queries, External Verification (highlighted), EDI Basedata, and Centre Terms & Conditions. Under 'External Verification', two sub-options are shown: 'NVQ Allocations' and 'Report Enquiry & Feedback' (highlighted). The main content area is titled 'NVQ Report Enquiry & FeedbackLIVEINTERNAL' and contains the message 'There are no allocation reports for this centre.'

For centres delivering BTEC Specialist programmes under the one-click Apprenticeship scheme, the BTEC report will be available on the BTEC page of your Edexcel Online account under External verification -> QCF BTEC 1-3/Foundation Learning/Workskills

Home Mailbox My Account Log-out

**EDEXCEL ONLINE**

Monday 15 Jan 2018

Centre number:   **EDEXCEL TEST CENTRE (DO NOT DELETE)**

Select site:

**BTEC**

Candidates  
Access Arrangements  
OSCA  
BTEC Next Generation  
Training Event Bookings  
Request for Qualification Approval  
Qualifications Approved  
Tracking  
Form Queries  
External Verification  
OSCA 1  
Quality Review &

**Centre AllocationsLIVEINTERNAL**

Qualification: Foundation Learning/Workskills

Year:

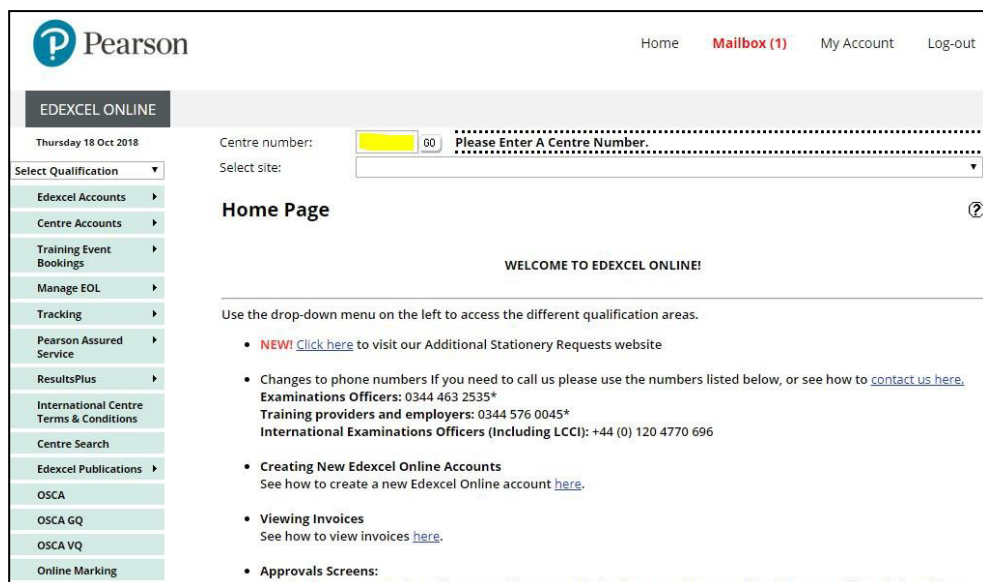
Centre No.	Centre Name	Group Code	Group Type	Group Title	SV No.	SV Name	Report	Your Feedback
99000	EDEXCEL TEST CENTRE (DO NOT DELETE)	ESW34COMM	ESW	ESSENTIAL SKILLS FOR WALES (LEVEL 3 AND 4) COMM	514182	<a href="#">MR NOT RUNNING</a>	Outstanding	N/A
99000	EDEXCEL TEST CENTRE (DO NOT DELETE)	ESWL1DLS	ESW	ESSENTIAL DIGITAL LITERACY SKILLS (LEVEL 1)	514182	<a href="#">MR NOT RUNNING</a>	Outstanding	N/A
99000	EDEXCEL TEST CENTRE (DO NOT DELETE)	ESWL2COMM	ESW	ESSENTIAL SKILLS FOR WALES (LEVEL 2) COMMS	514182	<a href="#">MR NOT RUNNING</a>	Outstanding	N/A
	Edexcel BTEC Higher Level Programmes							
	QCF BTEC 1-3/Foundation Learning/Workskills	S	ESW	ESSENTIAL DIGITAL LITERACY SKILLS (LEVEL 3)	514182	<a href="#">MR NOT RUNNING</a>	Outstanding	N/A



# Appendix 2: Accessing your LSV allocation and reports

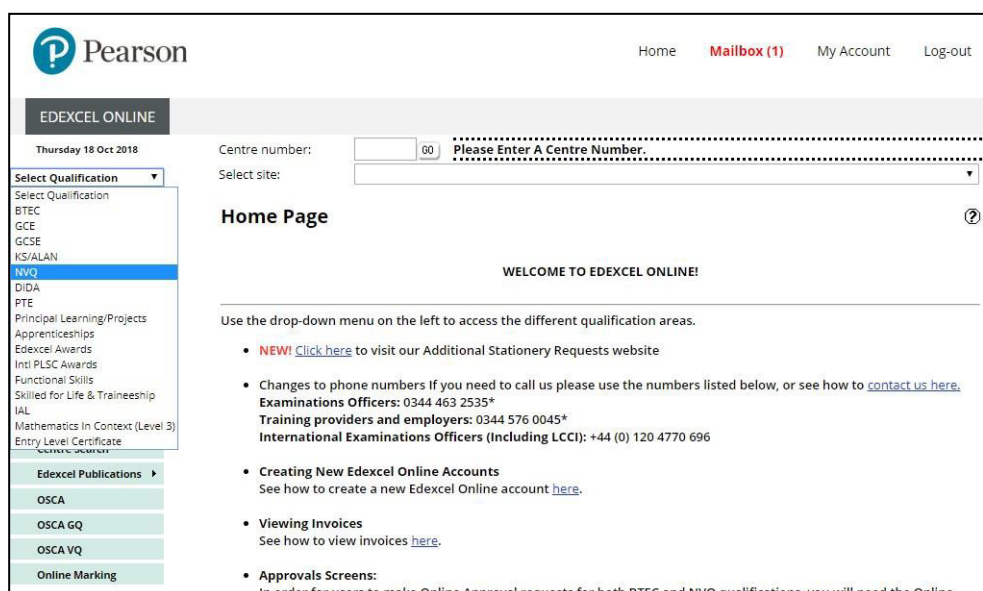
To access both your LSV allocation and your LSV report, please follow the steps below:

**Step 1:** Enter your centre number on Edexcel Online:



The screenshot shows the Pearson Edexcel Online homepage. At the top, there is a navigation bar with the Pearson logo, 'Home', 'Mailbox (1)', 'My Account', and 'Log-out'. Below this is a header section with 'EDEXCEL ONLINE' and the date 'Thursday 18 Oct 2018'. A sidebar on the left contains a 'Select Qualification' dropdown menu with options like 'Edexcel Accounts', 'Centre Accounts', 'Training Event Bookings', 'Manage EOL', 'Tracking', 'Pearson Assured Service', 'ResultsPlus', 'International Centre Terms & Conditions', 'Centre Search', 'Edexcel Publications', 'OSCA', 'OSCA GQ', 'OSCA VQ', and 'Online Marking'. The main content area is titled 'Home Page' and features a 'WELCOME TO EDEXCEL ONLINE!' message. Below this, there is a section titled 'Use the drop-down menu on the left to access the different qualification areas.' followed by a list of links: 'NEW! Click here to visit our Additional Stationery Requests website', 'Changes to phone numbers If you need to call us please use the numbers listed below, or see how to [contact us here](#). Examinations Officers: 0344 463 2535\* Training providers and employers: 0344 576 0045\* International Examinations Officers (Including LCCL): +44 (0) 120 4770 696', 'Creating New Edexcel Online Accounts See how to create a new Edexcel Online account [here](#).', 'Viewing Invoices See how to view invoices [here](#).', and 'Approvals Screens: In order for users to make Online Approval requests for both BTEC and NVQ qualifications, you will need the Online'.

**Step 2:** Select 'NVQ' or 'Apprenticeship' in the dropdown bar on the left-hand side:



The screenshot shows the Pearson Edexcel Online homepage with the 'Select Qualification' dropdown menu open. The dropdown menu displays a list of qualifications: 'Select Qualification', 'BTEC', 'GCE', 'GCSE', 'KS/ALAN', 'NVQ' (highlighted), 'DIDA', 'PTE', 'Principal Learning/Projects', 'Apprenticeships', 'Edexcel Awards', 'Intl PLSC Awards', 'Functional Skills', 'Skilled for Life & Traineeship', 'IAL', 'Mathematics In Context (Level 3)', 'Entry Level Certificate', and 'Centre Search'. The main content area is the same as in the previous screenshot, showing the 'Home Page' with a welcome message and a list of links for various services.

**Step 3:** Select the 'External Verification' tab on the left-hand side, and then select 'LSV Allocation'. Please see the screen shot below.

The screenshot shows the Pearson EDEXCEL ONLINE interface. The left-hand navigation menu has 'External Verification' selected, which has opened a sub-menu with three options: 'NVQ Allocations', 'Report Enquiry & Feedback', and 'LSV Allocation'. The 'LSV Allocation' option is highlighted in yellow. The main content area displays 'Welcome to the NVQ section of Edexcel Online' and provides instructions on how to carry out tasks by viewing short videos. There are also links for 'Bulk Registrations' and 'Individual Registrations'.

**Step 4:** You will then see your allocated LSV, and the status of their report:

The screenshot shows the Pearson EDEXCEL ONLINE interface for 'LSV Centre Allocations'. The left-hand navigation menu has 'External Verification' selected. The main content area displays 'LSV Centre Allocations' and a table with the following data:

LSV Number	LSV Name	Report
	MR	Outstanding

# Appendix 3a: Qualifications in scope of the LSV model

## Category A:

**If you are delivering any qualifications from Category A:**

- an LSV will be allocated to your centre who will include these qualifications within their review.
- you are required to complete the [Centre Self Assessment \(CSA\)](#), to support the LSV with their review.

CATEGORY A – QUALIFICATIONS IN SCOPE FOR LSV	Sector Risk Rating (RAG status)
EARLY YEARS CARE & ED (NVQ)	RED
LEARN & DEV FOR CHILDREN (NVQ)	RED
THE CHILDREN AND YOUNG PEOPLE'S WORKFORCE (LEARNING, DEVELOPMENT & SUPPORT SERVICES) (QCF)	RED
THE CHILDREN AND YOUNG PEOPLE'S WORKFORCE (EARLY LEARNING AND CHILDCARE) (QCF)	RED
THE CHILDREN AND YOUNG PEOPLE'S WORKFORCE (SOCIAL CARE) (QCF)	RED
RESIDENTIAL CHILDCARE (QCF)	RED
L3-5 NVQ QTLS (PTLLS, CTLLS, DTLLS) + Education and Training	RED
FUNERAL OPERATIONS (NVQ)	RED
END OF LIFE CARE (NVQ)	RED
CARE (NVQ)	RED
HEALTH SCREENERS (NEWBORN HEARING)	RED
HEALTH SCREENERS (AORTIC ABDOMINAL ANEURYSM)	RED
HEALTH SCREENERS (DIABETIC RETINOPATHY)	RED
HEALTHCARE SUPPORT (NVQ)	RED
ADULT NURSING SUPPORT	RED
MATERNITY SUPPORT	RED
THEATRE SUPPORT	RED
ALLIED HEALTH SUPPORT	RED
MENTAL HEALTH SUPPORT	RED
CHILDREN YOUNG PEOPLE SUPPORT	RED
REGISTERED MANAGERS (NVQ)	RED
EMERGENCY FIRST AID (NVQ)	RED
PAEDIATRIC FIRST AID (BTEC OPERATING AS NVQ)	RED
EMERGENCY CARE ASSISTANCE (NVQ)	RED
FPOS (NVQ)	RED
PHARMACY SERVICES	RED

PHARMACEUTICAL SCIENCES (QCF)	RED
CLINICAL AND SCIENCE LAB SUPPORT (NVQ)	RED
HEALTHCARE SCIENCES AND PATHOLOGY	RED
HEALTHCARE SCIENCE (TBZ)	RED
OPTOMETRY SERVICES/DISPENSING	RED
HEARING CARE ASSISTANT L4	RED
CHILDREN'S EYECARE L6	RED
CONSTRUCTION (L1&FL) (WBL)	RED
CONSTRUCTION & BUILT ENVIRONMENT CRAFT OCCUPATIONS	RED
CONSTRUCTION & BUILT ENVIRONMENT SPECIALIST OCCUPATIONS	RED
HEALTH AND SAFETY IN CONSTRUCTION	RED
CONSTRUCTION & BUILT ENVIRONMENT TECHNICAL & SUPERVISORY OCCUPATIONS	RED
CONSTRUCTION L4-7 NVQ	RED
CONSTRUCTION MANAGEMENT L4-7 NVQ	RED
UTILITIES NETWORK PLANNING L4-7 NVQ	RED
BUILDING & ARCHITECTURE	RED
CONSTRUCTION CONSERVATION(NVQ)	RED
TECHNICAL DESIGN (NVQ)	RED
INCIDENT COMMAND IN FIRE AND RESCUE SERVICES L3, L4, L6, L7	RED
FIRE SAFETY (FIRE AUDITORS) L3-4	RED
FIRE SERVICES QCF	RED
PUBLIC SERVICES AND DEBT MANAGEMENT	RED
POLICE AND CUSTODIAL CARE (NVQ)	RED
EMERGENCY FIRE SERVICE (NVQ)	RED
HEALTH AND SAFETY (NVQ)	RED
SECURITY QCF (CCTV)	RED
DOOR SUPERVISION / PHYSICAL INTERVENTION QCF	RED
CLOSE PROTECTION QCF	RED
CLINICAL LAB SUPPORT (NVQ)	RED
SUPPORT TEACHING & LEARNING (NVQ)	RED
SPORT INDUSTRY SKILLS	AMBER
MANAGEMENT L4-7 NVQ	AMBER
BUSINESS ADMIN. L4-7 NVQ	AMBER
BUSINESS ADMIN L4+	AMBER
LEARNING & DEVELOPMENT (NVQ)	AMBER
END POINT ASSESSOR	AMBER
RETAIL (NVQ, SVQ)	AMBER
SALES (NVQ)	AMBER
WHOLESALE (NVQ, SVQ)	AMBER

ADVANCED MANUFACTURING ENGINEERING (Foundation Competence)	AMBER
ENGINEERING AND BUSINESS IMPROVEMENT TECHNIQUES	AMBER
MOTOR AND ENGINEERING MAINTENANCE	AMBER
AERONAUTICAL ENGINEERING (NVQ)	AMBER
MARINE ENGINEERING (NVQ)	AMBER
RAIL ENGINEERING (NVQ)	AMBER
ENGINEERING L4-7 NVQ	AMBER
MANUFACTURING ENGINEERING L4-7 NVQ	AMBER
VEHICLE MAINTENANCE L4-7 NVQ	AMBER
AUTOMOTIVE MANAGEMENT L4-7 NVQ	AMBER
ASSESSOR & VERIFIER (NVQ)	AMBER
DISTRIBUTION & WAREHOUSE (NVQ, SVQ)	AMBER
TRAFFIC OFFICE, LOGISTICS SUPPORT OPERATIONS AND ROAD HAULAGE (NVQ, SVQ)	AMBER
FORKLIFT OPERATIONS (NVQ)	AMBER

## Appendix 3b – Qualifications that are not in scope of the LSV model

### Category B:

***If you are only delivering qualifications listed below in Category B:***

- An LSV will **not** be allocated to your centre
- You are **not** required to complete the [Centre Self Assessment](#)

***If you are delivering a range of qualifications across both Category A and B:***

- An LSV **will** be allocated to your centre, but **only** qualifications listed in Category A will be included within the LSV review.
- You are required to complete the [Centre Self Assessment](#), but **only** for the qualifications in scope of the LSV review (i.e. Category A). This is to support the LSV with their review.
- You are not required to complete the [Centre Self Assessment](#) for qualifications in Category B.

CATEGORY B – QUALIFICATIONS NOT IN SCOPE FOR LSV	Sector Risk Rating (RAG status)
AME MECH/E&E/MACHINE OPS (NAS)	AMBER
AME COMPOSITES TECH (NAS)	AMBER
AME MOTORSPORTS (NAS)	AMBER
AME MEDICAL (NAS)	AMBER
AME RAIL (NAS)	AMBER
AME AERO & AVIATION (NAS)	AMBER
AME ROBOTICS (NAS)	AMBER
TEAMWORK (WBL)	GREEN
TEAM LEADING AND MANAGEMENT (NVQ, SVQ)	GREEN
BUSINESS ADMINISTRATION (NVQ, SVQ)	GREEN-AMBER
RECRUITMENT (NVQ)	GREEN-AMBER
MARKETING	GREEN-AMBER
CUSTOMER SERVICE (NVQ, SVQ)	GREEN-AMBER
CUSTOMER SERVICE L4+ (NVQ)	GREEN-AMBER
PROVIDING FINANCIAL SERVICES (NVQ, SVQ)	GREEN
IT USERS (ITQ) QCF	GREEN
INFORMATION TECHNOLOGY (NVQ)	GREEN
INFORMATION SECURITY	GREEN
INFORMATION SECURITY L4 +	GREEN
TELECOMMUNICATIONS (NVQ,SVQ)	GREEN
SPORTS EXCELLENCE (NVQ)	GREEN
SPORT AND PLAY SURFACES (NVQ)	GREEN
SPORT DEVELOPMENT (NVQ)	GREEN
PLAYWORK (NVQ)	GREEN
OUTDOOR EDUCATION (NVQ)	GREEN
FITNESS TRAINING (WBL)	GREEN
SPORT & RECREATION AND OPERATIONAL SERVICES (NVQ/RVQ)	GREEN
FOOD PREP, DRINK, COOKING AND MANUFACTURE	GREEN
HOSPITALITY, ACCOMODATION & RECEPTION AND HOTEL OPS MANAGEMENT	GREEN
TRAVEL SERVICES (NVQ/RVQ)	GREEN
FACILITIES MANAGEMENT (NVQ)	GREEN
CLEANING (NVQ)	GREEN
HOSPITALITY MANAGEMENT	GREEN
PERSONAL SOCIAL DEVELOPMNT QCF	GREEN
WORK AND EMPLOYMENT SKILLS QCF	GREEN
LEVEL 1 INTRODUCTORY (GRADED)	GREEN
ENTRY TO VOC STUDY E3 (RQF)	GREEN
HOME COOKING SKILLS	GREEN

Please note: Advanced Manufacturing and Engineering (AME) qualifications are risk rated AMBER but are out of scope of the Lead Standards Verifier model (and therefore fall under Category B). This is because AME qualifications are knowledge only and therefore do not require the full centre wide review by an LSV. The focus will remain on programme delivery and sampling.