



Pearson

Pearson Assured policy

Quality Services and Governance

Version 1.6 / November 2017

Contents

1.	What is Pearson Assured?	3
	How do I apply for Pearson Assured status for my organisation?	3
	How long is my Pearson Assured status active for?	3
	Will I get anything to display at my organisation?	4
	Who issues certificates for my learners for a Pearson Assured programme?	4
	Certificating in house	4
	Can my certificates be in a language other than English?	4
	I made a mistake in claiming a certificate, what should I do?	4
2.	Other resources	4
3.	Feedback and complaints	4
4.	Regulatory references	5
5.	Policy review date	5
6.	How to contact us about Pearson Assured	5

Who and what is this policy for:

This policy is for organisations that want recognition for the high quality education or training programmes that they deliver. Our Pearson Assured service is an independent benchmark that verifies the quality of the programmes being offered.

This policy describes how the service works, what the process requires and how you can apply for it.

Pearson Assured Policy

Owner Head of Centre Management

Authorised by Responsible Officer

October 2017 version 1.6 DCL 1: Public (Unclassified)

Ratified by PUKLT December 2017

Introduction

Welcome to Pearson, the world's leading learning company. We have a simple mission: to help people make more of their lives through learning. Whether it's at home, in the classroom or in the workplace, learning is the key to improving our life chances. We are the UK's largest awarding body and we are regulated by Ofqual (England), SQA Accreditation (Scotland), CCEA Regulation (Northern Ireland) and Qualifications Wales (Wales). We offer academic and vocational qualifications that are globally recognised and benchmarked, with educational excellence rooted in names like Edexcel, BTEC, and LCCI.

Our regulatory policies are integral to our approach and articulate in a consistent way how we meet regulatory requirements. These policies are designed to support centres and learners with the design, delivery and award of Pearson qualifications and services.

1. What is Pearson Assured?

- 1.1 Pearson Assured is a flexible service that independently benchmarks and checks your in house programmes and training.
- 1.2 It provides your organisation with a recognised quality mark that demonstrates you have met our rigorous standards for delivering high quality training.
- 1.3 Pearson Assured status is not linked to qualifications which are recognised by the UK Qualifications Regulators.
- 1.4 We won't verify the assessment of learner or trainee work and we don't make a judgement about the content or level of your organisation's education or training programme.
- 1.5 Please note: You may not be eligible for Pearson Assured status if you are currently, or have been in the past, subject to investigation by us in relation to malpractice, maladministration or misrepresentation.

How do I apply for Pearson Assured status for my organisation?

- 1.6 Please see our [Pearson Assured Handbook](#) for full details of the application process, which also explains what evidence you will have to submit with your application and what our Quality Advisors will expect to see when they visit to confirm whether your application has been successful.
- 1.7 It's important that you tell us about all locations where programmes will be delivered.
- 1.8 If Pearson Assured status is not approved, you may reapply 1 year from the date of your original application. Your new application will need to confirm that the Quality Advisor's original comments have been addressed. If you'd like to re-submit an approval application before 12 months has passed, you'll need to have authorisation from Pearson's Head of Centre Management before submitting your application.

How long is my Pearson Assured status active for?

- 1.9 Pearson Assured status lasts one year and is renewed annually, subject to a successful quality visit from one of our Quality Advisors.
- 1.10 Pearson Assured status will end if you have not delivered learning in the year before your Quality Adviser visit. Annual quality visit visits are required to keep Pearson Assured status and organisations are only approved on an annual rolling basis.

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- 1.11** If you have not delivered learning in the year before the quality visit, you can reapply after 18 months.

Will I get anything to display at my organisation?

- 1.12** If your application for Pearson Assured status is successful, you'll receive a certificate of recognition for display at your premises, which is renewed annually (subject to a successful Quality Visit).

Who issues certificates for my learners for a Pearson Assured programme?

- 1.13** Once Pearson Assured status is approved, you'll have the option, although you are not obliged, to register learners/ trainees with us using Edexcel Online.
- 1.14** If you have chosen this option, we'll print a Pearson Assured Certificate of Completion of the education or training programme on behalf of your organisation. For Certificates of Completion which we print, you also have the option to add up to two of your own logos, alongside the Pearson logo. There is an extra fee for printing additional logos on certificates.

Certificating in house

- 1.15** You can issue your own certificates following the guidance we have set out in the [Handbook](#). You'll need to make sure you keep accurate certification records and have these available for our Quality Advisor.

Can my certificates be in a language other than English?

- 1.16** If you need programme titles printed on certificates in a language other than English, or if you plan to market your education / training programmes in a language other than English, we'll need to review these titles as English translations at the approval stage.
- 1.17** It's important that you make sure your learners understand this is not a Pearson qualification, a nationally recognised qualification or that it meets industry standards that qualify a learner for employment.

I made a mistake in claiming a certificate, what should I do?

- 1.18** If you claim a Certificate of Completion in error, or make a mistake on a claim (for example a name spelled wrong) you must return the certificate to us so we can dispose of it in a secure manner. The learner/trainee should then be re-registered under the correct name and the certificate of completion claimed. The original registration fee is not refundable and a new registration would be required. The registration fee will be payable again.

2. Other resources

- 2.1** For more information and details of how to apply, please go to the [Pearson Assured Handbook](#).

3. Feedback and complaints

- 3.1** We welcome your feedback, which helps us to improve the products and services we provide. We know that sometimes things go wrong, but if they do, we want to try to stop them from happening again. If you'd like to give us your feedback or you're unhappy with the service you can [email us using our online form](#).

4. Regulatory references

- 4.1** UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies that relate to Pearson's status as an awarding organisation will reference any particular conditions and criteria that they address.
- 4.2** This policy addresses the following regulatory criteria and conditions:

Ofqual/CCEA Regulation/Qualifications Wales General Conditions of Recognition

Statements regarding qualifications which are not regulated qualifications	B5.1
Advertising and promotion of qualifications	B5.2

5. Policy review date

- 5.1** November 2018

6. How to contact us about Pearson Assured

- 6.1** Current approved centres should contact your Regional Development Manager to discuss how we can help you with your training.
- 6.2** New centres based outside the UK should contact our [Customer Operation Team](#).
- 6.3** New centres in the UK should contact our UK Approval Team at ukapproval@pearson.com.

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