



Pearson

Pearson Assured policy

For internal and external use

October 2015

Version 1.3

Quality, Standards and Research

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Pearson Assured Policy

Owner Head of Centre Management

Authorised by Responsible Officer

October 2015 version 1.3

Ratified by PUKLT January 2016



The key role of Pearson Education Ltd (Pearson) is to secure standards for those qualifications we certificate. As part of our commitment to quality assuring standards and therefore protecting learners, Pearson provides guidance and support to help centres and their learners achieve their learning and development goals. Pearson also ensures that any regulatory requirements our regulators impose on us are met, and that we support centres to meet those requirements.

Pearson regulatory policies are integral to our approach and articulate in a consistent way how we meet our regulatory requirements. They are reviewed annually to ensure that they remain fit for purpose. These regulatory policies apply to Pearson business units where UK regulated qualifications are developed, implemented or delivered.

This policy provides guidance on the Pearson Assured Service. This policy replaces the Pearson Assured Policy October 2014 Issue 1.2.

Scope of policy

Pearson Assured is a benchmark of quality awarded to an organisation that has been delivering its own education or training programmes for at least 18 months.

If an organisation has been in the past, or is currently, subject to investigation by Pearson in relation to malpractice, maladministration or misrepresentation, Pearson reserves the right to consider that organisation ineligible for Pearson Assured status.

The organisation has to provide sufficient operational evidence for Pearson's Quality Adviser to make a judgement about its quality processes.

The process used to grant Pearson Assured status, and to conduct the annual review are designed to provide confidence to the Pearson Assured organisation and its stakeholders that its quality processes meet an external quality benchmark.

Pearson Assured does not audit the quality of the content, the accuracy of the assessment or the rigour of individual programmes.

Pearson Assured allows programme completion certificates to be issued if required.

Pearson does **not** award qualification certificates under this service.

The granting of Pearson Assured status is independent of the process for assessing whether an organisation is eligible to offer Pearson's Edexcel, BTEC or LCCI qualifications.

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Policy statement

Pearson Assured status

To achieve Pearson Assured status, the organisation must be visited by Pearson's Quality Adviser who will;

- measure the organisation against quality objectives using quality measures
- examine and review quality policies, processes and procedures
- complete a report which will give reasons why Pearson Assured status can or cannot be awarded.

If Pearson Assured status is not awarded, a new application can be made 12 months from the original application date which will confirm that the Quality Advisor's comments have been addressed. If an organisation would like to re-submit an approval application before 12 months has elapsed, authorisation must first be obtained from the Head of Centre Management

The Quality Adviser's review will ensure that the organisation has;

- the high quality surround to its own education or training programmes that is required by Pearson Assured
- designed, delivered, quality assured and/or assessed its own education / training programmes to a high standard.

The Pearson Assured organisation must:

- inform Pearson of all locations where programmes will be delivered
- **maintain the approved quality requirements year on year.** The organisation will have an annual quality review visit to confirm that the quality processes continue to meet the required standard and that the programmes remain active. If the annual quality review finds that the high quality has not been maintained, then Pearson Assured status will be withdrawn. A new application can be made after 1 year has passed and the comments made by the Quality Adviser have been addressed.

The annual quality review visit will review the organisation's use of the Pearson logo and references to Pearson Assured in marketing material to ensure these conform to the Pearson Assured Brand and Marketing Guidelines. Failure to meet these guidelines may result in the Pearson Assured status being removed. Further information can be found in the Pearson Assured Brand and Marketing Guidelines.

Organisations granted Pearson Assured status will receive recognition for display at their premises.

Pearson reserves the right not to grant Pearson Assured status. Pearson also reserves the right to remove Pearson Assured status if the quality requirements are not maintained.

What the Pearson Assured status does not check

Pearson will not check the content or level of the organisation's education or training programmes.

Pearson will not check the assessment of learner / trainee work.

It is the responsibility of any 3rd party to conduct due diligence checks on a Pearson Assured organisation.

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What the Pearson Assured status checks

Pearson checks the quality of the processes underpinning the design, delivery, quality assurance and/or assessment of the organisation's own education or training programmes. Evidence provided by the organisation will be reviewed in the following areas (Further information can be found in the Pearson Assured Handbook):

Organisation Objectives

- Organisation structure
- Staff resources (Roles and Team Working)
- Physical resources
- Administrative systems

Learning/Training Objectives

- Maintaining and improving quality
- Learner/Trainee recruitment
- Malpractice, Appeals and Complaints

Assessment Objectives (optional)

- Assessment practice

Pearson will check that organisations are accurately, clearly and consistently marketing and communicating information about the Pearson Assured status of their education or training programme(s).

Programme titles

If the organisation wishes to register learners and claim Pearson Assured completion certificates, the organisation must provide Pearson with the full title of each programme. Titles must follow these requirements:

- not state a level in relation to a qualifications framework, but may use appropriate adjectives to show a progression pathway e.g. 'Introductory programme in ...' or 'Intermediate programme in ...' or 'Advanced programme in....'
- not duplicate titles used in nationally or internationally recognised qualifications from awarding organisations, Professional Bodies or any Standards-setting body
- not include any word(s) that indicate a licence to practise. Further information can be found in the Pearson Assured Handbook.
- not include a brand name of another organisation, unless official documentation is provided by the other organisation to confirm it agrees to the use of the brand or name.

If an organisation requires programme titles to appear on certificates in a language other than English or if the organisation plans to market their education / training programmes in a language other than English, Pearson requires these titles to be translated into English and submitted at the approval stage.

If a centre wishes to have more than 50 programme titles under their Pearson Assured status then Pearson will ask for additional evidence that the organisation has the capacity and resources to deliver that number of education / training programmes.

If Pearson Assured completion certificates are required, the additional evidence will include the number of learners/ trainees who have completed the programmes over the last 18 months and/or the forecast

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numbers for the next 12 months. The number of certificates will be reviewed at the annual quality review visit.

For further information about titles please refer to the Pearson Assured handbook.

Education or training programmes that cannot be Pearson Assured

Pearson reserves the right not to award Pearson Assured status to organisations that seek approval for programme titles that may be considered to be a risk.

The areas for which Pearson will normally not provide Pearson Assured status are:

- Professional specialisms, particularly those for which there are normally legal requirements in order to be eligible for the job role, such as teaching and medical roles. Pearson Assured certificates will not imply an individual has been awarded a licence to practise status which Pearson is not in a position to grant.
- Education / training programmes that include working with children and/or vulnerable adults.
- Hazardous work in the nuclear industry or with hazardous chemicals.
- Education / training programmes that teach skills closely linked to life or death situations, such as:
 - those associated with first aid and medical procedures
 - those associated with the administration of drugs/pharmaceuticals or vaccinations
 - how to handle and discharge firearms or explosives
 - how to manage a hostage situation
 - counter terrorism
 - how to secure the safety of individuals working in high-risk environments
 - how to physically intervene with hostile or potentially hostile individuals

This list is not exhaustive and other areas may be included if they are judged to present an unacceptable risk to Pearson.

Adding titles

Additional titles can only be added at the time of the annual quality review visit. The Pearson Quality Adviser's annual report will allow organisations to list any additional titles. A check will be made that the Pearson Assured quality measures can be applied to these additional titles.

If titles are required to be added between visits, the organisation will be asked to make a business case to show why certificates of completion are required for these titles.

Registration and certification

Once Pearson Assured status is granted, the organisation has the option to register learners/ trainees with Pearson using Edexcel Online¹.

¹ This is Pearson's qualification management application for registering and certifying learners.

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If the organisation wants to claim a certificate of completion for learners / trainees on specific programmes then those programme titles will be listed on Edexcel Online. Only those titles which require certificates of completion need to be uploaded to Edexcel Online.

The learner / trainee will be registered against the relevant programme title and when appropriate a Pearson Assured certificate of completion can be claimed. This is **not** a Pearson qualification certificate. The learner/trainee will **not** receive a Pearson qualification.

Pearson will print a Pearson Assured certificate of completion of the education or training programme on behalf of the organisation. Certificates of completion, printed by Pearson, can be endorsed with no more than two of the organisation's own logos, alongside the Pearson logo. The addition of organisation logos will incur a higher certification cost for the Pearson Assured organisation.

For organisations wishing to claim Pearson Assured certificates of completion for their learners / trainees, the predicted registration numbers for each programme will be required.

If no learners are registered after one year Pearson reserves the right to remove the programme from Edexcel Online.

If a certificate of completion is claimed in error it should be destroyed. If a certificate of completion is claimed that includes a mistake (e.g. a name spelled incorrectly), the incorrect certificate should be destroyed. The learner/trainee should then be re-registered under the correct name and the certificate of completion claimed. The normal registration fee will be payable.

If the organisation does not want to claim Pearson Assured certificates of completion, there will be no requirement to register learners and the programme titles will not appear on Edexcel Online.

At the beginning of their education or training programme a learner / trainee must be informed whether they will or will not receive a certificate of completion issued by Pearson. Organisations choosing not to claim certificates of completion will continue to receive annual quality review visits.

Organisations which print their own certificates must not;

- use the Pearson logo,
- replicate Pearson's Responsible Officer signature or any other Pearson employee's signature
- make any reference to Pearson Assured on their own certificates.

Other certification options may be allowable. Any exceptional arrangements will be considered on a case-by-case basis and will be subject to prior written agreement from Pearson's Responsible Officer. Pearson will require a written contract between all parties for such exceptional arrangements. This will be logged with Pearson and may be subject to an audit. All enquiries regarding exceptional arrangements for certification must be made by emailing - regulation@pearson.com.

Other resources

- Pearson Assured Handbook
- Pearson Assured Brand and Marketing Guidelines

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Regulatory references

The Pearson Assured service is outside the scope of Ofqual, SQA's and other regulatory conditions.

Pearson Assured does not lead to the award of a Pearson qualification, and the service is therefore not subject to regulation by UK qualification regulators.

Policy review date

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