

QN Quality Focus #2: Quality Management Review

Preparing for a review of quality assurance policies and procedures for all of your BTEC programmes can appear to be a daunting task. However, if you read and refer to all the guidance listed below, you'll find that it can be planned easily and can be a supportive process.

BTEC programmes are delivered across the whole country by very different types of institutions and providers. Pearson must be sure that a full range of quality assurance processes and policies are in place to ensure that these programmes are delivered effectively. In order to do this a Centre Quality Reviewer (CQR) will undertake checks against a range of criteria by looking at evidence that you provide. This might be by a face to face visit or by a remote activity known as Desk Top Review. This might sound quite scary but the process is designed to be supportive and your CQR will look to help you identify areas where improvements can be made for the benefit of your centre and your learners.

To support this process, we publish a BTEC Quality Assurance Handbook every year which provides the full details (on our quality assurance processes) of each process for the coming academic year. Each process has a separate chapter (which contains the details about how each process works): [Web link to the QA Handbook](#)

Roles and responsibilities at the centre

First of all, you will require the support of senior staff. Their support is critical to the success of a BTEC programme in terms of the commitment required by the staff involved, and full understanding of the objectives and outcomes of delivering a BTEC programme (in terms of funding, performance league tables and time, etc). We have produced some guides to the roles of a BTEC team here: [Web link to roles and responsibilities](#)

A BTEC staff team will typically consist of:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Head of Centre & Senior Management • Quality Nominee • Exams Officer | <ul style="list-style-type: none"> • Programme Leader • Lead Internal Verifier • Internal Verifier • Assessor |
|--|---|

Preparing for the Quality Management Review (QMR)

The [Centre Guide to Quality Management Review](#) will take you through the key elements of preparing for the process, but here are just a few points to remember

You will be allocated your Centre Quality Reviewer shortly after the close of BTEC registrations, once we know how many centres we need to allocate people to. The allocation notice will show whether the QMR will be undertaken by a visit or Desk Top Review (DTR).

The first thing that you will need to do is agree a date with your CQR – QMR visits can take place from October to April, while DTR will take place from January to March.

You have a number of options for a visit; many centres like to produce 'Master Quality Files' containing all policies and procedures but this is not a requirement if you would normally hold all such documents electronically. Whatever format you agree with the CQR, the [QMR Suggested Evidence Guide](#) is your key document to consider

You will need to plan who the CQR can meet on the day. The aim is to create an opportunity to triangulate evidence – not to disrupt a whole day's teaching and so you may wish to invite your Lead IV's to a working lunch with the CQR if that is the best way to set up a meeting. Remember that your CQR is often a practitioner themselves and so will be aware of the daily management challenges and last minute events that might cause minor changes.

For a DTR you will complete a Centre Checklist that will provide a list of exactly what the CQR will need to see and you will provide this remotely.

Centre Engagement Document - deadline 10 December (or two weeks prior to visit if earlier)

This is a compulsory part of your Quality Management Review and so you should take care to complete this as fully as possible. The first thing to note is that the Head of Centre must sign the re-declaration boxes – this acknowledges that the centre still meets all the requirements to run the BTEC programmes as you did when first granted approval. The Head of Centre is also signing to acknowledge that you agree to Pearson terms and conditions so the signatures here are an important part of the process. You should note here that electronic signatures are acceptable and so there is no need to download the form to sign it in person.

In the [Centre Guide to QMR](#) you will find guidance on how to meet the quality measures with comments and suggestions in the [QMR Suggested Evidence Guide](#). For each section of the CED you should use this guidance and provide a commentary on how you meet those measures within your centre, referring to the evidence where possible. This will then also help you to identify what evidence you are going to need to show the CQR to support your comments.

A DTR only looks at the four blockable objectives and so the Centre Checklist will direct you to the evidence to be provided in relation to those objectives.

Visits - On the day

Have somewhere reasonably quiet available for the Centre Quality Reviewer to work through the evidence that you have compiled, but don't be surprised if they want to talk through the CED with you first (make sure you have allowed time for this).

Remember to mention at the start if you have had to make any changes to the agreed plan for the day due to unexpected events.

Once the CQR has reviewed the evidence they will be in a position to provide you with verbal feedback which will then form the basis of their report. This is your opportunity to pull in a member of senior staff to hear how well you have done!

Accessing the report

Following the visit or DTR the CQR will compile their report by providing comments on each of the quality measures that are shown on the CED. This is usually using an online form and can take up to ten working days before it will be submitted to the Pearson system.

Once the report has been checked it will be available for you to view on Edexcel Online. From here you will be able to download the report as a PDF or save it so that it can be used to inform your quality assurance process moving forward.

You should check the [Centre Guide to QMR](#) for what each outcome means and what to do with your actions and recommendations.

Support

[Web link to BTEC Quality Nominee Information Hub](#) where you will find other supporting checklists that you may find useful - but note that these are not mandatory.