



**Pearson**

## **Pearson Assured policy**

For internal and external use

October 2016

Version 1.3

Pearson Qualification Services

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## **Pearson Assured Policy**

Owner Head of Centre Management  
Authorised by Responsible Officer

October 2016 version 1.3 DCL 1: Public (Unclassified)

**Ratified by PUKLT November 2016**



# Pearson Education Ltd – Our Mission and Values

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 Accreditation (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. This policy provides information about the Pearson Assured Service. This policy replaces the Pearson Assured Policy October 2015 Issue 1.3.

## 1. Scope of policy

- 1.1** Many organisations delivering their own education or training programmes benefit from being recognised as meeting external quality assurance standards. 'Pearson Assured' provides a benchmark for organisations who have been delivering their own education or training programmes for at least 18 months. An organisation with Pearson Assured status, and its customers and stakeholders, can have confidence that its quality processes meet awarding organisation standards.
- 1.2** The processes we use for assessing an organisation's application for Pearson Assured status are different from those we use to approve and monitor centres who wish to deliver our regulated qualifications. Qualification certificates are not awarded as part of this service, nor does the Pearson Assured process make a judgement about the quality of the content, the accuracy of the assessment or the rigour of individual programmes.
- 1.3** Pearson can, if required issue programme completion certificates for Pearson Assured organisations' learners.
- 1.4** An organisation seeking Pearson Assured status for the first time or already holding Pearson Assured status, are asked to provide sufficient operational evidence for Pearson's Quality Adviser to make a judgement about its quality processes.
- 1.5** Pearson does reserve the right to consider an organisation ineligible for Pearson Assured status if it is currently, or has been in the past, subject to investigation by Pearson in relation to malpractice, maladministration or misrepresentation.

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# 2. Policy statement

## Pearson Assured status

**2.1** An organisation seeking to achieve Pearson Assured status will 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 confirming whether Pearson Assured status can be awarded. If the conclusion is that Pearson Assured status cannot be granted, the report will include reasons for this.

**2.2** If Pearson Assured status is not awarded, an organisation may re-apply 12 months from the original application date. The new application will need to confirm that the Quality Advisor's original comments have been addressed. If an organisation would like to re-submit an approval application before 12 months has elapsed, they need to obtain authorisation from Pearson's Head of Centre Management before submitting the application.

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

**2.3.1** a high quality surround to its education or training programmes

**2.3.2** designed, delivered, quality assured and/or assessed its own education / training programmes to the appropriate standard.

**2.4** Pearson requires that the Pearson Assured organisation

**2.4.1** informs Pearson of all locations where programmes will be delivered

**2.4.2 maintains the approved quality requirements year on year.** Pearson will carry out an annual quality review visit to confirm that the organisation's quality processes continue to meet the required standard and that the programmes remain active. Pearson Assured status can be withdrawn if a review visit finds that standards have not been maintained. Organisations may make a new application after 12 months and will need to provide evidence that the comments made by the Quality Adviser have been addressed

**2.4.3** is delivering training on a regular basis.

**2.5** The annual quality review visit will also review the organisation's use of the Pearson logo and references to Pearson Assured in marketing material to ensure these are compliant with our Brand and Marketing Guidelines. Pearson Assured status may be removed if these guidelines have not been followed appropriately. Further information can be found in the Pearson Assured Brand and Marketing Guidelines on our website.

**2.6** Pearson Assured status may lapse if the organisation have not delivered learning in the year prior to their Quality Adviser visit. Annual QA visits are mandatory to retain Pearson Assured status and organisations are only approved on an annual rolling basis.

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**2.7** If the organisation's application for Pearson Assured status is successful, it will receive a certificate of recognition for display at their premises, which is renewed annually (subject to a successful Quality Visit).

### **Pearson Assured status standards**

**2.8** Organisations applying for Pearson Assured status will be assessed against quality standards for the processes underpinning the design, delivery, quality assurance and/or assessment of the organisation's own education or training programmes. Pearson will review evidence provided by the organisation for the following areas:

#### **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

Further information can be found in the Pearson Assured Handbook.

**2.9** Pearson will check that the organisation is communicating information about the Pearson Assured status of their education or training programme(s) to its customers and stakeholders accurately, clearly and consistently.

### **What Pearson Assured status does not include**

**2.10** Pearson does not make a judgement about the content or level of the organisation's education or training programmes.

**2.11** Pearson does not verify the assessment of learner / trainee work.

**2.12** Pearson Assured status does not imply that Pearson has undertaken any due diligence, including financial, checks relating to the organisation's activities which would normally be the responsibility of a prospective customer or stakeholder.

### **Programme titles**

**2.13** If the organisation wishes to register learners and claim Pearson Assured completion certificates, they will need to provide Pearson with the full title of each programme. Because these programmes are not delivered as regulated qualifications, titling may:

- use adjectives to show a progression pathway (e.g. 'Introductory programme in ...' or 'Intermediate programme in ...' or 'Advanced programme in....'.) However, use of a level or other descriptor in relation to a qualifications framework (eg. 'Level 1 Certificate in....' or 'Level 4 Award in....') is not permitted.

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- 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 Pearson receives official confirmation from the other organisation agreeing to the use of the brand or name.

**2.14** 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 will need to review these titles as English translations at the approval stage.

**2.15** 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.

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

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

### Education or training programmes that cannot be Pearson Assured

**2.18** 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.

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

**2.19.1** 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.

**2.19.2** Education / training programmes that include working with children and/or vulnerable adults.

**2.19.3** Hazardous work in the nuclear industry or with hazardous chemicals.

**2.19.4** 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

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

### Adding titles

**2.21** Additional titles can only be added at the time of the annual quality review visit. The Pearson Quality Adviser's annual report will provide organisations with the opportunity to list any additional titles. At that point, we will check to ensure that the Pearson Assured quality measures can be applied to these additional titles.

**2.22** If an organisation wishes to add titles between visits, Pearson will request that they submit a business case to show why certificates of completion are required for these titles.

### Registration and certification

**2.23** Once Pearson Assured status is granted, the organisation has the option to register learners/ trainees with Pearson using Edexcel Online<sup>1</sup>.

**2.24** 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.

**2.25** 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.

**2.26** Pearson will print a Pearson Assured certificate of completion of the education or training programme on behalf of the organisation. An organisation can endorse Certificates of completion which have been printed by Pearson with up to two of their own logos, alongside the Pearson logo. The addition of logos other than Pearson's logo to a certificate will incur a higher certification fee.

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

**2.28** If an organisation claims a Certificate of Completion in error, or makes a mistake on a claim (e.g. a name spelled incorrectly) they should destroy the incorrect certificate(s) and these should be disposed of 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

**2.29** If the organisation does not want to claim Pearson Assured certificates of completion, their programme titles will not appear on Edexcel Online and they will not need to register learners.

**2.30** 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. Pearson Assured organisations must make sure that learners understand that a Certificate of Completion is **not** the same as a qualification certificate and does not imply that a qualification has been achieved.

**2.31** Pearson Assured status will lapse if an organisation has not conducted any training or received a monitoring visit within 12 months from the last quality visit.

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<sup>1</sup> This is Pearson's qualification management application for registering and certificating learners.

**2.32** Organisations may print their own certificates, but must ensure that they do not:

- use any of the Pearson brand logos (e.g. Pearson, BTEC, LCCI)
- replicate Pearson's Responsible Officer signature or any other Pearson employee's signature
- make any reference to Pearson Assured on their own certificates.

## 3. Other resources

**3.1** Pearson Assured Handbook

**3.2** Pearson Assured Brand and Marketing Guidelines

## 4. Regulatory references

**4.1** The General Conditions of Recognition mostly relate to regulated qualifications but Pearson Assured does not lead to the award of a Pearson qualification. However, there are some regulatory conditions that relate to non-regulated programmes, which the Pearson Assured programmes fall under. These are addressed in the following regulatory conditions:

Ofqual/CCEA Accreditation/Qualifications Wales General Conditions of Recognition June 2016
Condition B5.1 – statements regarding qualifications which are not regulated qualifications
Condition B5.2 – Advertising and promotion of qualifications

## 5. Policy review date

**5.1** October 2017

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