



Information and Guidance for Centres



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This guide has been designed to make sure you have all the information you need to deliver our qualifications and units within your centre. We've also included information on other areas, from how to become a Lifetime Awarding centre to how to register and certificate your learners – and everything in between.

If you have any questions at all about our processes, or you have ideas on how you think we can improve this guide, please contact the administration support team.

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www.lifetimeawarding.co.uk

At Lifetime Awarding we're proud of our size. Because we are relatively small it means we can offer you a quick response to your queries or questions. It also means that we can make decisions quickly, something we know larger and more bureaucratic organisations often struggle with.

Giving good service to our customers

We offer a range of support and services to our customers, including assessment materials, guidance documents and training. Visit our website for more information – www.lifetimeawarding.co.uk.

We have put together a pledge which lays out our commitment to our customers, www.lifetimeawarding.co.uk/customercharter.

Comments: We welcome your feedback and suggestions, whether on our customer service, centre approval process, qualifications or assessment, and if you have any ideas that could improve on what we already do, we would very much like to hear from you.

Complaints: It is important to us that you let us know if you are not happy. We always try to do our best in everything we do, but if we haven't lived up to your expectations, then do please tell us and help us to put it right.

Compliments: We thrive on getting things right. If we have done something well, please let us know. This will help us in our bid for continuous improvement.

Contact the Lifetime team at:

Tel: 01173142800
Email: contactus@lifetimeawarding.co.uk

Becoming a Lifetime Awarding centre

Centre approval

If you want to start delivering Lifetime Awarding qualifications or units, then you must gain approval from us. We have tried to make this as easy as possible, and the first thing to do is to complete a [Centre Approval Enquiry Form](#), found on our website at www.lifetimeawarding.com/centreapproval.





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Approval is subject to you meeting the regulatory and awarding organisation criteria, but we will run through this with you once we have received your completed enquiry form.

Please visit www.lifetimeawarding.co.uk for further information on centre approval.

Qualification approval

As an approved Lifetime Awarding centre you can apply, through the portal, to deliver additional qualifications at your centre or from your satellite centres. Providing you have the appropriate physical and human resources to meet the qualification and assessment requirements and have demonstrated your ability to maintain the appropriate regulatory compliance, it is likely you will receive automatic approval following completion of the application form. You will then be able to begin delivering the qualifications and register your learners. Before you are ready to certificate them, your allocated External Quality Assurance Consultant (EQAC) will sample your activity to confirm your continuing ability to meet the requirements.

Lifetime Awarding qualifications

Regulation of qualifications

Lifetime Awarding is an Ofqual approved awarding organisation and all of its qualifications appear on the Qualifications and Credit Framework (QCF) against their allocated accreditation numbers.

Notification of change or withdrawal of qualifications

Lifetime Awarding reserves the right to withdraw or make changes to its qualifications. All qualifications on the Qualifications and Credit Framework (QCF) have an accreditation period assigned to them. This means that they have:

- a start date
- an expiry date for the delivery/assessment of learning, and
- an additional certification end date.

In order to ensure that centres and the regulatory authorities are kept fully informed and up to date, the following procedures will be observed:

- any planned changes will be communicated immediately to Lifetime Awarding approved centres and regulatory authorities and a three-month period will be allowed to effect the change, and
- any planned withdrawals/changes will be communicated immediately to Lifetime Awarding approved centres and regulatory authorities, and candidates will be allowed to complete the qualification up to 18 months from registration.

Please note: Delivery of qualifications will not be permitted after the expiry date of the qualification.

Assessment materials in other languages

Assessment specifications and assessment materials may be requested in Welsh where appropriate.

Assessment materials in Irish (Gaelige) may be requested where appropriate.

In all cases where assessment materials are provided in other languages, Lifetime Awarding is committed to ensuring that assessment is comparable to that in English.





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Requests for materials in other languages should be made to the Awarding Organisation, using the [Request for Materials in Other Languages Form](#), at the time of registering learners.

Please note: Lifetime Awarding does not communicate bilingually with a centre where assessment opportunities are offered through Welsh or Irish.

Delivery, assessment and quality assurance of Lifetime Awarding qualifications

In order to offer any of the Lifetime Awarding qualifications a centre will need to ensure that they have the following:

- Tutor(s)
- Assessor(s)
- Internal Verifier(s)/Qualification Coordinator(s)
- Centre Coordinator

Requirements for tutors

Tutors should hold, or be working towards an appropriate teaching qualification. The following are acceptable:

- Preparing to Teach in the Lifelong Learning Sector (PTLLS)
- Certificate in Teaching in the Lifelong Learning Sector (CTLTS)
- Diploma in Teaching in the Lifelong Learning Sector (DTLLS), and
- equivalent teaching qualification.

Tutors must also have either of the following:

- a relevant industry qualification that demonstrates appropriate experience, knowledge and understanding, or
- a relevant degree alongside a level 2/3 associated qualification.

Requirements for assessors

Assessors should hold or be working towards the following:

- A1 (D32/33) qualification and show relevant competency in the disciplines/units they wish to assess.

Requirements for Internal Verifiers/Qualification Coordinators

Internal Verifiers should hold or be working towards the following:

- V1, (D34) qualification and show relevant competency in the disciplines/units they wish to internally verify.

The functions of a Lifetime Awarding approved centre

A centre must carry out appropriate quality assurance/control functions:

- Every learner registered on a qualification must be assessed on their ability to meet the criteria. A centre must appoint sufficient assessors for the number of learners on programme. Assessors must meet the assessor requirements as laid out in this document.





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- There must be on-going internal quality control systems operating across all assessment activity within a centre, and if there is more than one assessor for any one qualification, their work must be coordinated. An Internal Verifier/Qualification Coordinator carries out this function across all qualifications. Internal Verifiers/Qualification Coordinators must meet the Internal Verifier requirements accordingly.
- A centre must keep comprehensive auditable records of learners, assessment and quality assurance.
- A centre must ensure that it has adequate resource and policy in place to meet health and safety requirements with regard to the provision of qualification delivery.

A centre must appoint someone to oversee the centre's total Lifetime Awarding operation and act as the centre's formal contact with Lifetime Awarding. This person is known as the Centre Coordinator.

The Centre Coordinator is the person responsible for ensuring that the management, administrative and quality assurance systems for all Lifetime Awarding qualifications are properly maintained throughout the centre and that communications between Lifetime Awarding and the centre are efficiently dealt with. To ensure this, the Centre Coordinator should have a secure email address to which correspondence can be sent. The Centre Coordinator must inform Lifetime Awarding immediately if their address changes.

The function of Lifetime Awarding

Lifetime Awarding is responsible for providing external quality assurance monitoring and sampling of the centre's programme delivery, assessments, internal quality assurance and quality management systems. This is provided through a team of External Quality Assurance Consultants (EQACs) who hold (or are working towards) the qualification D35 or V2 and are supported by and report to the Head of Lifetime Awarding. Once a centre registers learners with Lifetime Awarding, an EQAC will be allocated, who will visit the centre to ensure that quality assurance/control systems are operating to maintain the national standards. Visits will be determined by an agreed risk management schedule.

During visits the EQAC will want to talk to the assessment/quality assurance team, learners and view samples of learners' work. In addition, the EQAC will want to look at the centre's records and documentation. The EQAC will provide an electronic report in addition to written and verbal guidance and support to the centre staff.

Use of Lifetime Awarding name and logo

As an approved centre you may advertise that you are approved to offer specific Lifetime Awarding qualifications. However, the following must be observed and adhered to:

- only advertise qualifications that you have been approved to deliver
- the name that must be used is 'Lifetime Awarding' rather than any abbreviation or alternative
- the Lifetime Awarding logo may be obtained from our website – www.lifetimeawarding.co.uk
- if you require a higher resolution logo, please contact the Lifetime Awarding team
- the logo must be less significant than and placed below the name of the approved centre on all materials, and
- proofs of all promotional materials should be sent to Lifetime Awarding for approval before they are produced.

Managing qualifications

We use an innovative, web-based system that allows you to apply to add qualifications to your portfolio, register, certificate, track and amend your learners as well as upload related information, communicate with us and amend your centre information at any time. Once you are approved as a centre, you will receive a password to login to your centre file on our secure portal. You can allocate different levels of access for different members of staff and roles within your centre, and you can monitor the level of activity, access and interaction that you have with us through the system.



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The key activities of our system are interactive learner registration and certification with immediate confirmation and fully auditable records. It is a centre's responsibility to maintain full records and details of learners' progress and make them available to Lifetime Awarding for tracking and audit purposes.

Registering learners

Learners should be registered with Lifetime Awarding as soon as possible to ensure that an EQAC is appointed to monitor their progress through the centre's quality assurance system. This should be no later than 25 per cent into the programme in terms of time – so for a 36-week programme, registration should be before week 10 and for a 12-week programme, before week 4. An invoice will be raised for the registration fee for each learner. Learner registration fees are non-refundable.

To register a learner you will be required to submit certain information, such as the learner's full name and date of birth, and the Unique Learner Number (ULN). At Lifetime Awarding we strive to support our centres and learners in every way. With the establishment of the QCF came the opportunity for all learners from school exam stage to obtain a life-long learner number through the Learning Record Service. It is therefore a requirement of Lifetime Awarding that you are able to generate a ULN for each learner you wish to register. If you do not already have an account to do this, please use the link to get you started – www.learningrecordsservice.org.uk

Certifying learners

Certifying your learners is easy. Log into the portal, provide the information required and the system will submit the request. It cross-references against the learners' registrations and then checks that the learner achievements you have submitted meet the rules of combination. It then generates the appropriate certificate.

We will send you a hard copy of the certificate but, to assist you with proving achievement of the appropriate framework and for funding purposes, we will also post a PDF version on the portal for your use.

A learner's certificate is an important formal document and therefore comes with a few rules and requirements:

- It is the centre's responsibility to forward certificates promptly to its learners. If certificates are handed to learners, signatures confirming receipt are required and, if necessary, proof of identity. Certificates sent by post should be sent by special or recorded delivery.
- Replacement certificates for learners who have lost the original, or where the certificate was lost between centre and learner, may be obtained for a fee of £25.
- Replacement certificates are only issued after steps have been taken to authenticate the claims and will clearly indicate that they are replacement certificates.
- Certificates are issued in the name used by the learner at the time the certificate is requested. Replacement certificates may be provided to accommodate a name change, however proof of identity must be provided and there will be an additional fee according to the current Lifetime Awarding fees list.
- A centre is required to keep all learner records for a minimum of three years. An audit trail must be available from registration through to certification for every learner.
- Certificates will not be issued to a centre with outstanding payments to Lifetime Awarding.
- Lifetime Awarding will ensure that learner records and details of registrations and certifications are stored appropriately to meet regulatory requirements and enable the opportunity for replacement certificates as appropriate.

External theory assessment

Subject to compliance with the regulations in the instructions for conducting [External Theory Assessment and Invigilation Policy](#) and [Examination Papers Policy](#) and the standard approval criteria being met, approval may be recommended without a visit.





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Where this is the case, it should be noted that Lifetime Awarding reserve the right to carry out unannounced visits to a centre to verify that these regulations are being adhered to. A centre found to be in breach of these regulations may be subject to sanctions or penalties imposed by Lifetime Awarding.

It is the responsibility of a centre administering external assessment to appoint suitably trained and experienced people to act as invigilators. The centre is responsible for briefing invigilators and for ensuring that they are familiar with the appropriate regulations governing the conduct of external assessment. Invigilators act for the centre.

Although the centre does have the discretion to decide who is appropriate to undertake this role, relatives and friends of any learners taking the assessment, or tutors and verifiers who prepared the learners for the assessment cannot act as sole invigilators. Also, anyone acting as a reader, writer, interpreter or technical assistant for a particular assessment cannot also act as invigilator for that assessment.

A sufficient number of invigilators must be appointed to ensure the proper conduct of the assessment. There must be at least one invigilator for every 30 learners.

If there is only one invigilator, they must be able to call for assistance without leaving the examination room or disturbing the learners.

It is essential that the number of invigilators does not fall below the prescribed number in any circumstances and that the learners are not left unsupervised or unattended.

Special consideration: The invigilator should ensure that any special considerations, such as temporary illness, recent or emergency injury or non-predictable indisposition at the time of assessment are recorded. This should provide the opportunity for the learner to demonstrate capability and achievement in the applicable units, however it should not provide them with an additional or beneficial opportunity. All arrangements should be recorded on the [Reasonable Adjustment and Special Considerations Form](#).

Reasonable adjustments: An approved site/centre must have in place the provision for reasonable adjustments to be considered to ensure learners have open and equal access to assessment and testing. All arrangements should be recorded on the [Reasonable Adjustment and Special Considerations Form](#).

Responsibility

Invigilators have a key role in upholding the integrity of the external assessment process. They are responsible for the proper conduct of the assessment. Invigilators must give their whole attention to the proper conduct of the assessment and must not undertake any other activities whilst invigilating.

Invigilators must arrive at the assessment location in good time and ensure that:

- they are familiar with the current regulations for assessments as detailed in [Examination Papers Policy](#)
- they carry out adequate checks to confirm the attendance of learners and are fully satisfied as to the identity of all learners
- only the official assessment stationery and equipment is used by learners – pencils, erasers, pencil sharpeners and basic calculators if permitted (not with data banks, dictionaries or retrieval of text, etc.)
- any unauthorised items, materials and equipment, including mobile phones, are placed out of the reach of learners, for example at the front of the room and at the learner's own risk, and
- all mobile phones are switched off.





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Malpractice, sanctions and penalties

It is the responsibility of Lifetime Awarding to investigate all instances of malpractice involving registered learners and to determine the most suitable form of corrective action.

As soon as suspected malpractice is reported to Lifetime Awarding and whilst investigations are ongoing, Lifetime Awarding will withhold assessment results/certificates and may choose not to accept further registrations.

Depending on the risk and scope of a malpractice investigation, Lifetime Awarding will notify the Regulatory Authorities when commencing an investigation and provide an estimated timescale for its completion.

Our Responsible Officer will determine the severity of the malpractice allegation and, as appropriate, will decide whether they should carry out the investigation or whether it is appropriate for the Head of Centre or their allocated representative to undertake an initial investigation.

Please Note: Additional to any investigations carried out by the Head of Centre or their allocated representative, Lifetime Awarding will carry out its own investigations before deciding on the most appropriate course of corrective action. Where it is not completely satisfied with the centre's suggested outcome, Lifetime Awarding will impose its own additional sanctions.

Lifetime Awarding must prepare a final report of its investigation to the regulatory authorities. The findings and decision could result in permanent withdrawal of centre approval.

Malpractice

The definition of malpractice is: "those actions and practices which threaten the integrity of examinations and certification and/or damage the authority of those responsible for conducting them".

Centre staff malpractice

Following is a list of examples:

- failing to seek and/or gain approval for alternative assessment arrangements
- failing to keep assessment papers secure and unseen prior to the assessment
- failing to maintain the security of the assessment papers after the assessment has taken place
- failing to keep learner data secure
- failing to ensure the work submitted on behalf of the learner is their work and was unaided, and
- failing to ensure that all certificates claimed for and issued to learners are valid.

The regulatory authorities will be informed immediately of any of the above.

Learner malpractice

Following is a list of examples:

- failing to turn off a mobile phone during assessment
- having unauthorised material in their immediate possession (for example mobile phone, notes, study guides, calculators [unless specified in assessment criteria], dictionaries, personal organizers)
- obtaining/receiving/passing on information on assessment papers
- copying from another learner
- collusion with other learners
- plagiarism (presenting another person's work as if it were learner's own)





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- disruptive behavior/offensive language during assessments
- failing to follow invigilator's instructions
- impersonations (pretending to be someone else/arranging for someone else to replace you in assessments)
- deliberately damaging another's work, and
- altering result records/certificates.

Sanctions and penalties

Centres and centre staff

Where malpractice by a member of staff is established, any disciplinary action is the responsibility of the employer. However:

- Lifetime Awarding may take action to protect the integrity of its qualifications in the future
- Lifetime Awarding has the right to impose special conditions on the future involvement of such individuals in its qualifications. Other awarding organisations will be informed of these special conditions
- Lifetime Awarding may refuse to accept certification claims from a centre where malpractice is established
- Lifetime Awarding may withdraw centre approval to offer specific/all qualifications where it believes there to be sufficient evidence of serious malpractice.

Learners

Where malpractice by a learner is established, one of the following sanctions and penalties will be imposed by the reporting and investigation procedures:

- the learner is issued with a warning
- the learner loses all marks gained for a single piece of work/unit
- the learner is disqualified from the unit
- the learner loses all marks gained for an award
- the learner is disqualified from the award, and
- the learner is barred from entering assessment(s) for a set period of time.

Lifetime Awarding reserves the right to impose further/additional sanctions/penalties if considered appropriate and in line with Ofqual regulatory requirements.

Complaints, appeals and qualification result queries

Complaints

If a registered learner wishes to complain about a centre-based assessment as part of a qualification, or about aspects of their course or centre delivery, they must apply to the centre through the appropriate appeals process.

If a centre wishes to complain about an EQAC's judgement relating to learner evidence or centre performance, they should in the first instance raise it with the consultant concerned and, if it remains unresolved, contact the Head of Lifetime Awarding.

Centre complaints procedure

A centre is required, as a condition of approval, to agree to and operate a complaints procedure which learners, assessors/tutors, internal verifiers/qualification coordinators and employers can use should they wish to challenge any aspect of the centre's operation.





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The complaints procedures should:

- identify the person with whom the complaint is lodged
- state the form in which the complaint is made
- incorporate a complaints panel (or its equivalent) which is objective and independent, and
- make clear the times within which complaints may be lodged and must be decided.

Appeals

There are a number of possible situations where someone may wish to appeal to Lifetime Awarding:

- centre or learner appealing against an examination result
- centre appealing against a Lifetime Awarding decision concerning centre/qualification approval or certification status, and
- centre staff learner appealing against a sanction/decision as a result of a malpractice investigation.

Appeals against examination results must be made in writing within 60 working days of the notification of the result to Lifetime Awarding.

An appeal to Lifetime Awarding against a decision concerning centre/qualification approval or certification status must be received within 20 working days of the date of notification to Lifetime Awarding.

Centre appeals procedure

Centres are required as a condition of approval to agree and operate an appeals procedure, which learners can use if they wish to challenge an assessment decision.

The appeals procedures should:

- identify the person with whom the appeal is lodged
- state the form in which the appeal is made
- incorporate an appeals panel (or its equivalent) which is objective and independent, and
- make clear the times within which appeals may be lodged and must be decided.

The appeals procedure must allow learners who are registered at the centre to challenge the outcomes of their assessment at the level of a qualification/unit/component if they consider that the assessment has not been carried out properly.

Full details are available in the [Lifetime Awarding Appeals Procedure](#).

Qualification results queries

Enquiries about external theory results

Both a learner and a centre can enquire about Lifetime Awarding assessment decisions affecting learners' results, for example for external theory papers.

Lifetime Awarding issues results for external theory papers to the Centre Coordinator within 10 working days of receiving the completed scripts from the centre, subject to the centre having followed the appropriate procedures correctly and fully.

The centre is responsible for informing learners of their results.





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Equal Opportunities Policy – access to assessment

Equal opportunities are not about treating everyone the same. They are about treating equally according to individual needs. It is also not just about providing equal access. It is about empowering people to take the opportunity of access.

Lifetime Awarding recognises that the issue of equal opportunities cannot be seen as the responsibility of a small group of individuals. It is an issue that concerns everyone Lifetime Awarding comes into contact with and one that requires a clearly stated policy.

It is essential for all members of Lifetime Awarding staff to recognise that an equal opportunities problem continues to exist throughout society. For a whole range of reasons, people do not always have the same opportunities. Unless all levels throughout the organisation are involved, real and lasting change will not take place.

The writing of a policy statement in itself does not constitute an effective equal opportunities policy for Lifetime Awarding. This can only be achieved by raising awareness, clarifying our ethos and the continued review of good practice and evaluation.

The principle

No member of Lifetime Awarding or the centres, employers or learners with which they work should be treated unfairly on grounds of gender, disability, race, religion, colour, nationality, ethnic or national origin, domestic arrangements, age, sexual orientation, social class, trade union activity or political belief.

Duties and responsibilities of a centre

To meet its responsibilities to individual learners and in terms of current disability and equal opportunity legislation and regulatory requirements, a centre should, as far as is practicable:

- have an Access to Assessment policy and communicate this to all staff and learners
- cultivate an atmosphere in which learners feel free to disclose their access-related needs

It should be noted that the duty to make reasonable adjustments has an ‘anticipatory’ aspect. This means that the centre should consider what adjustments future learners with disabilities or difficulties may need, and make appropriate provision in advance.

- identify as early as possible, preferably before registering a learner for a qualification, any difficulties the learner may have in accessing assessment

To assist with this, the centre should ensure that all staff who recruit, advise or guide potential learners have had training to make them aware of access-related issues. We advise early contact with the awarding organisation when necessary in order to determine whether reasonable adjustments to the assessment process are possible.

- select an appropriate qualification for the learner, based upon his or her particular circumstances

The centre should explain to the learner the assessment requirements of the qualification and the planned programme of study. It should be made clear at the outset if the learner will not be able to meet all of the assessment criteria. The learner may still decide to proceed with the qualification but enter only for part, or none, of the assessment. In this case the centre should explain to the learner any restriction on progression to other qualifications as a result of not achieving all the criteria. The centre must make the learner aware of the possibility of unit certification.

- select an appropriate adjustment to make the assessment accessible to the learner





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In order to decide whether an adjustment is appropriate, the centre should consider the nature of the skills that are being assessed and the implications for assessment of the learner's difficulties. The centre should involve the learner in making any decisions about appropriate adjustments to assessment. In cases of doubt, the centre should contact the awarding organisation for advice on suitable and appropriate adjustments.

- ensure that they can resource the selected adjustment to assessment

It is the centre's responsibility to arrange any assistance for the learner, such as a reader, scribe, additional invigilator, British Sign Language (BSL)/English interpreter, etc.

- follow Lifetime Awarding procedures for requesting adjustments to assessment

The centre should enforce or apply for reasonable adjustments on behalf of the learner.

- ensure all applications for adjustments to assessment are supported by the Internal Verifier/Qualification Coordinator or other member of staff with designated responsibility
- follow Lifetime Awarding procedures for implementing adjustments to assessment

It is the centre's responsibility to ensure that the learner only uses those adjustments agreed with the awarding organisation and that they keep records of reasonable adjustments for audit purposes. If the centre exceeds the level of assistance and type of assistance as set out in these sections, it may lead to malpractice investigations and possible sanctions.

- ensure that they have effective internal appeals procedures so the learner may query any decision taken by the centre not to allow an adjustment to assessment
- make these procedures available to the learner and include details of the grounds for appeal and the timescales associated with investigations of appeals, and
- ensure that buildings used for assessment are accessible to all learners.

