



Centre Recognition, Record Keeping and Assessment Material Retention Policy

This Policy outlines iCQ's requirements for an organisation to be recognised to deliver iCQ units and/or qualifications. Recognised organisations (Centres) will be required to meet all requirements including record keeping and retention of assessment materials.

1. Centre recognition applications

- a. Centres must complete an application for recognition as an iCQ Centre
- b. Application should be made by completing the application form, to be found on the iCQ website
- c. Centres able to evidence that they are an approved centre with an Ofqual accredited awarding organisation will have their approval fast-tracked subject to compliance checks
- d. Centres must provide all requested information when submitting their application including (refer Centre and Qualifications Application Form):
 - i. a named Responsible Officer (for quality assurance and the management of assessment of units and qualifications)
 - ii. evidence of staff assessment and sector/subject expertise, verification and quality assurance expertise and resources to support the assessment of units
 - iii. evidence of staff and resources to support the award, accumulation and transfer or credits and recording of exemptions (where necessary)
 - iv. a process for accessing the learners' records of previous achievement in their learner records to maximise opportunities for credit transfer and exemption (where the learner has given permission)
 - v. a process for recognition of prior learning, where appropriate
 - vi. details of the Centre's diversity and equality of opportunity policies and procedures and confirmation that the Centre adhere to iCQ's Diversity and Equal Opportunities Policy
 - vii. details of the Centre's policies and procedures relating to access arrangements, reasonable adjustments and special considerations including illness and injury; confirmation that the Centre adhere to iCQ's Reasonable Adjustments and Special Considerations Policy



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- viii. details of any partnership organisations, and documented descriptions of roles and responsibilities of each partner
 - ix. confirmation that iCQ and regulators may access premises, people and records to cooperate with monitoring activities
- e. The iCQ named point of contact for Centre recognition is the Director of Finance and Operations (for quality assurance and the management of assessment of units and qualifications)

2. Responsibilities

- a. The Centre named person is responsible for:
- i. Disseminating information in respect of iCQ policies and procedures to other Centre staff
 - ii. Ensuring that any alterations to centre policies and procedures are communicated to iCQ
 - iii. Ensuring that the policies, procedures and quality assurance process are applied consistently within the Centre, and any other satellite centres for who, the approved centre is acting in a parent capacity
 - iv. Providing access to, and evidence of adherence and monitoring of the Centre's policies to iCQ upon request

3. Limitations

- a. iCQ retains the right to periodically review the recognition of a Centre
- b. iCQ retains the right to withhold, limit, suspend or withdraw recognition from a Centre
- c. Centres have the right to appeal against any iCQ sanctions, as set-out in the iCQ Appeals Procedure

4. Record keeping

- a. Centres must provide iCQ and regulators with access to records. Records must hold sufficient information to track learner progress and to allow for the independent authentication of any claims for certification



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- b. iCQ's iLearner will maintain the following where provided by the Centre. Centres intending to use other recording systems must provide details to iCQ. The following records must be maintained:
 - i. Learner details as required by iCQ for registration purposes, including name, date of birth, and unique learner identifier
 - ii. Learner qualification registration details
 - iii. Learner certificate claims (unit and qualification)
 - iv. ULN (Centres should obtain a ULN and learner record unless the learner chooses not to have one)
 - v. Learner contact details
 - vi. Learner workplace, address and contact details (where appropriate)
 - vii. Assessor name (where appropriate)
 - viii. Internal moderator/verifier name (where appropriate)
 - ix. Full list of learners registered for each qualification offered
 - x. Verification of learner identities (a variety of methods may be used including photographic identity confirmation such as passport, student ID card or other documentation such as utility bill or bank statement)
- c. Centres should note that data collected by iCQ relating to Centres, learner registrations and achievements (units and qualifications) will be passed on to the regulator on their request
- d. Assessment outcomes for each unit and learner must be securely transmitted to iCQ (iCQ's iLearner and/or iPortfolio may be used)
- e. Centres must maintain the following assessment records:
 - i. Assessment method(s) for each unit and learner
 - ii. Details of assessment decisions to include when and by whom they were made
- f. Internal quality assurance/moderation/verification outcomes for each unit and learner must be securely transmitted to iCQ (iCQ's iLearner and/or iPortfolio may be used)
- g. Centres must maintain the following internal quality assurance/moderation/verification records:
 - i. Internal quality assurance/moderation/verification activity detailing sampling, verifier standardisation and assessor support meetings
- h. Requirements for the retention of learner evidence of achievement and internal quality assurance/moderation/verification - refer to 'retention of assessment materials' below

5. Retention of assessment materials

- a. All records and assessment materials are subject to current data protection legislation; Centres must adhere to such legislation
- b. External assessment materials
 - i. All original answer scripts are forwarded to iCQ for marking within the timescale prescribed for the unit
 - ii. iCQ will retain all scripts for a minimum period of three months from the date of examination in order to ensure that the time for notification of appeals has expired
 - iii. 'Expired' scripts will be treated as confidential waste and destroyed
 - iv. iCQ will retain practical pieces for a minimum period of three months from the date of marking in order to ensure that the time for notification of appeals has expired
 - v. External assessment materials will not be returned to the Centre
- c. Assessment materials for quality assurance/moderation/verification
 - i. All internally assessed materials must be retained by the Centre until such time as the iCQ Quality Assurance team has completed the quality assurance/moderation/verification process. Beyond that Centres are advised to retain materials for 28 working days subject to any appeals made against any quality assurance/moderation/verification decisions (see also 'Appeals Policy')
 - ii. iCQ requires a Centre's appeals procedure to be followed before application by the Centre to iCQ to activate its own process.
 - iii. Centres may determine how assessed material should best be stored provided all learners' assessed work is secure, with limited access by authorised staff only
 - iv. Centres must retain learner records – learner details, units and qualifications achieved for a minimum of 5 years
- d. Benchmarking; in addition to the above iCQ may request copies of assessed evidence for benchmarking purposes. Evidence will be retained for the duration of any one qualification accreditation period as a minimum and will be anonymous (See also 'Assessment Delivery Policy')

6. Application Process and feedback

- a. The Head of Quality will instruct a quality Assurance Officer to review applications for approval
- b. The Quality Assurance Officer will submit their findings and any recommendations or areas requiring further clarification to the Head of Quality.
- c. The Head of Quality will approve the application or request for additional clarification or information
- d. The Head of Quality will provide feedback to the Centre within 2 weeks of receipt
- e. iCQ will recognise Centres within 4 weeks of receipt of complete, successful applications