

Centre Handbook

Requirements for SafeQual AB approved centres

This handbook is the core reference for approved centres. Read it alongside the Centre Resources pack, the Policies & Procedures pack and the Forms & Templates pack.

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Introduction

This handbook sets out the requirements every SafeQual AB approved centre must meet. It forms part of the Centre Agreement. Centres must also follow the qualification specification for each qualification they deliver, and the SafeQual AB policies.

1. Centre Governance

- Appoint a **Head of Centre** (accountable) and a **Quality Nominee** (main contact).
- Hold and review every year your centre policies on appeals, complaints, access arrangements and reasonable adjustments, malpractice and maladministration, equality, data protection, safeguarding and conflict of interest.
- Notify SafeQual AB within 10 working days of significant changes: ownership, legal status, Head of Centre, Quality Nominee, key staff, premises or delivery sites.
- Co-operate fully with SafeQual AB quality assurance, investigations and audits.

2. Staffing

Role	Requirement
Tutor	Subject knowledge at or above the level taught; relevant occupational experience; a teaching or training qualification.
Assessor	Occupational competence and a recognised assessor qualification, or working towards one with decisions countersigned.
Internal Quality Assurer	Occupational competence and a recognised IQA qualification; must not quality assure their own assessment decisions.
Invigilator	Trained in SafeQual AB invigilation rules; must not be the learners' tutor for that assessment.

Keep CVs, certificates and CPD records for all staff, and make them available at EQA.

3. Resources and Premises

- Premises must be safe, accessible and suitable for the qualification, with practical equipment where needed.
- Examination rooms must allow candidates to be seated and supervised as set out in the Invigilation Handbook.
- Online delivery and remote invigilation must use secure platforms approved by SafeQual AB.

4. Learner Recruitment and Registration

- Give learners accurate information and check entry requirements before enrolment.
- Identify support needs and plan access arrangements early.
- Register every learner with SafeQual AB **before** any assessment takes place.
- Verify learner identity at registration and at assessment.

5. Assessment

- Use only current SafeQual AB assessment materials, or centre-devised materials approved by SafeQual AB.
- Keep confidential materials secure at all times.
- Make sure assessment decisions are valid, authentic, reliable, current and sufficient.
- Give learners clear, timely feedback, and record decisions (template T01).

6. Internal Quality Assurance

- Maintain an IQA strategy and sampling plan (template T02) covering all assessors, units, methods and sites.
- Carry out interim as well as summative sampling.
- Hold standardisation activities at least every quarter and keep records.

7. External Quality Assurance

- SafeQual AB carries out at least one EQA activity per year. Activity may be remote or on-site, and may be unannounced.
- Each centre receives a risk rating that determines EQA frequency and Direct Claims Status (DCS).
- Actions must be completed by the agreed deadline. Failure to do so may lead to sanctions under Policy P10.

8. Certification

- Submit certification claims only after IQA sign-off.
- Centres without DCS must have claims sampled by an EQA before certificates are released.
- Pass certificates to learners promptly and securely.

9. Records

Keep learner, assessment and IQA records for at least 3 years after certification. Keep appeals, complaints and malpractice records for 5 years. Store records securely in line with UK GDPR.

10. Malpractice, Appeals and Complaints

- Report suspected malpractice or maladministration to SafeQual AB within 2 working days (Form F06).
- Operate a centre appeals procedure for internally assessed decisions, and tell learners how to escalate.
- Record and respond to complaints in line with your complaints policy.

Centre support: email info@safequalab.org with your centre number in the subject line.