

Centre Resources

Guidance, tools and resources for approved centres

This guide brings together what a SafeQual AB approved centre needs to set up and deliver qualifications to the required standard, from centre approval to certification.

Read it alongside the Centre Handbook and the policies and forms packs.

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Becoming an Approved Centre

Step	What happens	Typical time
1. Enquiry	Contact info@safequalab.org. We send the Centre Approval Guide and discuss the qualifications you want to offer.	1 week
2. Application	Submit Form F01 with supporting documents (staff CVs, policies, premises and resources).	Centre-led
3. Desk review	SafeQual AB reviews the application and asks for any missing information.	10 working days
4. Approval visit	A virtual or on-site visit to check premises, resources, staff and systems.	Scheduled with centre
5. Decision	Approval, approval with action plan, or not approved (with reasons and right of appeal).	10 working days after visit
6. Onboarding	Centre agreement signed, portal access issued, induction webinar completed.	1 to 2 weeks

Centre Roles and Requirements

Role	Responsibilities	Minimum requirements
Head of Centre	Overall accountability for compliance with SafeQual AB requirements.	Senior member of the organisation.
Quality Nominee	Day-to-day contact; registrations, certification claims and records.	Trained in SafeQual AB systems.
Tutor / Trainer	Delivers learning.	Subject qualification at or above the level taught, plus relevant experience and a teaching qualification.
Assessor	Judges evidence against assessment criteria and gives feedback.	Occupational competence and a recognised assessor qualification (or working towards one, with countersigning).
Internal Quality Assurer (IQA)	Samples assessment, runs standardisation and supports assessors.	Occupational competence and a recognised IQA qualification.
Invigilator	Conducts examinations under SafeQual AB rules.	Trained in the Invigilation Handbook; independent of the learners.
Safeguarding Lead	Manages safeguarding concerns.	Safeguarding training appropriate to the learner group.

The Learner Journey

Stage	Centre actions	SafeQual AB resources
Recruitment and IAG	Give accurate information; check entry requirements; identify support needs.	Qualification specification, Learner Guide
Registration	Register learners before assessment.	F02 Learner Registration
Induction	Explain course, assessment, appeals, complaints, malpractice and support.	Learner Handbook, policies
Delivery	Deliver to the specification; track progress.	Specification, webinars

Stage	Centre actions	SafeQual AB resources
Assessment	Assess under the required conditions; apply reasonable adjustments.	Assessment Handbook, F03, T01
Internal QA	Sample and standardise assessment decisions.	IQA Handbook, T02
Certification claim	Claim only after IQA sign-off.	Centre portal
Certificate issue	Pass certificates to learners; explain online verification.	Verify Credentials page

Assessment and Quality Assurance

Internal quality assurance (IQA)

- Have a written IQA strategy and sampling plan (template T02).
- Sample every assessor, unit, method and site. Sample new assessors more heavily.
- Hold standardisation meetings at least every quarter and keep minutes.
- Give written feedback to assessors and follow up actions.

External quality assurance (EQA)

- SafeQual AB carries out at least one EQA activity each year. This may be on-site or remote, and may be unannounced.
- The EQA reviews learner evidence, assessment and IQA records, staff records, policies and resources.
- Each centre is given a risk rating (low, medium or high). This sets how often it is monitored and whether it holds Direct Claims Status (DCS) to claim certificates without prior EQA sampling.
- Actions must be completed by the agreed deadline. Failure to do so may lead to sanctions (Policy P10).

Examination security

- Store question papers securely (locked, with access limited to named staff) until the start of the exam.
- Check learner photo ID before every examination.
- Seating, timings and rules must follow the Invigilation Handbook.
- Return or destroy materials as instructed, and report any incident on F06.

Records and Retention

Record	Keep for
Learner registration and identity checks	3 years after certification
Assessment evidence and records (T01)	3 years after certification
IQA records, sampling plans and standardisation minutes	3 years
Reasonable adjustment and special consideration records	3 years
Appeals, complaints and malpractice records	5 years
Staff CVs, certificates and CPD records	Length of employment plus 3 years

Annual Centre Self-Assessment Checklist

Check	Yes / No / Action
Centre details and contacts on the portal are up to date	
All staff CVs, certificates and CPD records are current	
F08 Conflict of Interest declarations renewed this year	
Centre policies reviewed in the last 12 months	
All learners registered before assessment	
IQA sampling plan in place and being followed	
Standardisation meetings held and minuted	
EQA actions from last visit completed	
Assessment materials stored securely	
Marketing uses approved logos and wording only	

Centre support: email info@safequalab.org with your centre number in the subject line. New centres are given a named contact for their first year.