

## Application Guidance

This guide explains the criteria on the application for centre and qualification approval for the Qualifications Wales regulated Health, Social Care and Childcare qualifications offered by City & Guilds and WJEC.

The application form must be fully completed by applicants, as outlined below:

### Existing City & Guilds and/or WJEC approved centres:

Complete sections A, C and declarations

### New customers who are not approved centres with either City & Guilds or WJEC:

Complete sections A, B, C and declarations

## Section A

To be completed by all applicants (existing City & Guilds and/or WJEC approved centres, and new customers)

Criterion	Note
1.1	The name of your organisation
1.2	The name of your centre, if you require a different centre name to appear on certificates issued to learners. This could be a different trading name, for example.
1.3	Applicable only to a centre who already holds valid centre approval with either City & Guilds or WJEC. This number is the NCN (National Centre Number) allocated to your centre.
1.4	This is the main centre where learning and assessment takes place. Question papers and other confidential assessment materials will be sent to this address and the secure storage arrangements will be checked for compliance.
1.5	If your centre has another address different from that listed in 1.4, please record it here
1.6	If your organisation is registered with Companies House in the UK, please provide your registration number. If you have a UKPRN allocated by the Register of Learning Providers, please provide your number. If you have a DFE – LEA Establishment Number (LEASTAB), please provide your number
1.7	The main phone number for your organisation
1.8	The principal email address for your organisation
1.9	The website for your organisation
1.10	The fax number for your organisation (if applicable)
2.1	The Head of Centre is the person responsible for ensuring that the overall management of the centre services and reputation are of a high standard. The head of centre must have a secure email address to which correspondence can be sent. They must have sufficient authority within the organisation to enter into a binding agreement with City & Guilds and/or WJEC.
2.2	The Quality Contact is the person responsible for ensuring that the management, administrative and quality assurance systems for all City & Guilds/WJEC qualifications are properly maintained throughout the centre. The Quality Contact is the principal point of contact between a centre and City & Guilds/WJEC for quality assurance purposes.
2.3	The Examinations Officer (or equivalent) is the person responsible for the administration and management of all examinations within a centre. The Exams Officer is the principal point of contact for the administration of examinations and other assessments
2.4	The Emergency Contact Officer is the nominated person within the centre whom City & Guilds/WJEC will contact in the event of an emergency.

## Section B

To be completed only by organisations who do not hold centre approval with either City & Guilds or WJEC. Any organisation who holds valid approval with either Awarding Body should complete sections A, C and the end declarations only.

Criterion	Note
3.1	The type of organisation, relevant to the applicant, should be indicated in this field.
3.2	Please indicate how long your organisation has been established
3.3	This field is to inform City & Guilds/WJEC if you have any contracted partnership arrangements with other organisations, in relation to the delivery, assessment or quality assurance of qualifications.
3.4	This field is to document the responsibilities of any formal partnerships outlined in 3.3
3.5	If you are part of a larger organisation, the details of the parent organisation should be input in this field.
3.6	If any funding streams apply to your organisation, in relation to the delivery, assessment or quality assurance of qualifications, this should be indicated in this field.
3.7	This field must be used to indicate the minimum age of learner that your centre will accept for the qualifications offered by City & Guilds/WJEC.
4	<p>If any of the following apply to your organisation, it must be indicated here, with explanatory details:</p> <ul style="list-style-type: none"> <li>• Refusal of centre or qualification approval by an Awarding or Regulatory Body</li> <li>• Withdrawal of centre or qualification approval by an Awarding or Regulatory Body</li> <li>• A current suspension or sanction applied by an Awarding or Regulatory Body.</li> </ul> <p>This information may inform City &amp; Guilds/WJEC decision to accept or decline the application for approval.</p>
5	This field must be used to indicate if your organisation holds any current approval or accreditation with an Awarding/Regulatory/Professional Body.
6	<p>This field should be used to indicate which of the required policies your organisation currently has in place. Details of the nature of the policies should be input in the "Evidence" field. Applicants are not required to submit the supporting evidence with the application, but this evidence must be available for review during an approval activity. Policies are explained in detail below.</p>
7	<p>This field should be used to indicate which of the required secure storage facilities your organisation currently has in place. Applicants are not required to submit supporting evidence with the application, but this evidence must be available for review during an approval activity</p>



## Section C

To be completed by all applicants (existing City & Guilds and/or WJEC approved centres, and new customers)

Criterion	Note
8	<p>This field should be used to indicate the City &amp; Guilds/WJEC qualifications that approval is being sought for. Applicants should only seek approval for qualifications where they meet the requirements outlined in the relevant qualification handbook(s). Please note that an approval decision will only be made for the qualifications indicated on the application.</p> <p>The additional information is required to determine the intended language of delivery for each qualification as well as the expected learner numbers and initial delivery start date.</p>
9	<p>This field should be used to list the assessor(s), IQA(s) and delivery staff for each qualification for which approval is being sought.</p> <p>Applicants must ensure that each staff member meets the requirements outlined in the relevant qualification handbook(s) in terms of qualifications held, CPD and occupational competence.</p> <p>Applicants must also indicate clearly which qualification each role is relevant to.</p>
10	<p>If the delivery or assessment of City &amp; Guilds/WJEC qualifications is to take place in any location(s) other than those listed in Section A (1.4 &amp; 1.5), this field must be used to record these alternative locations.</p> <p>Examples may include an examination hall, employer sites or assessment venues that are not based in your main site.</p>
11	<p>The Declaration is a mandatory component of the application. Completion of the declaration confirms that, should the application be accepted, the applicant agrees to enter into the written and enforceable agreement with City &amp; Guilds and/or WJEC, as outlined in the governing documents for each Awarding Body.</p>
12	<p>This Information Sharing Declaration permits City &amp; Guilds/WJEC to share applicant information as part of the approval and ongoing monitoring processes.</p>

## Section B

### part 6 guidance – Centre systems, policies, procedures and resources.

Centre policies are internal operating documents which must be evidenced in order to support an application for centre and/or qualification approval

Policy/Procedure	Note
6.1 Data Protection policy	Policy ensuring compliance with the General Data Protection Regulations (GDPR), detail of secure storage & transmission of data
6.2 Child Protection/Safeguarding policy	Documented responsibilities for staff and representatives with regards to safeguarding children and vulnerable adults, including Disclosure and Barring Service (DBS clearance)
6.3 Access arrangement and special consideration policy	Policy on how learners with special educational needs, disabilities or temporary injuries may have their assessment needs met without changing the demands of the assessment, or a post examination adjustment to a candidate's mark or grade to reflect temporary injury, illness or other indisposition at the time of the examination/assessment
6.4 Equalities/Equal Opportunities policy	Equal Opportunities policy in place to ensure non-discrimination against learners, staff or others
6.5 Health and Safety policy	Statement of compliance with Health & Safety legislation, assurance that facilities & resources to be used for delivery & assessment are fit for purpose.
6.6 Public Liability Notice	Certification of insurance which protects against claims of personal injury or property damage that a third party suffers (or claims to have suffered) as a result of your business activities.
6.7 Complaints policy	Internal complaints policy which learners, centre staff and employers can use in the event that they wish to challenge an aspect of the centres operation. Details of process, timelines, outcomes, disseminated to learners & other relevant parties. procedure relating to internal decisions
6.8 Internal Appeals and Post Results Services policy	Internal appeals policy for centre-marked assessment, also including the procedure for access to scripts, clerical re-checks, and reviews of marking/moderation. Details of process, timelines, outcomes, circulated to learners & other relevant parties.
6.9 Conflict of interest policy	Policy outlining the principles and procedures for identifying and managing conflicts of interest within a centre
6.10 IT policy	Policy relating to IT facilities and systems used to submit and receive data and information, to include a contingency/recovery plan
6.11 Recruitment and selection policy	Detail of internal recruitment policy which ensures the recruitment of occupationally competent staff for delivery and assessment of City & Guilds/WJEC qualifications, together with written job descriptions and person specifications
6.12 Organisational Structure	Outline of the documented roles and responsibilities for all staff, with specific focus on delivery/assessment/IQA teams
6.13 Continuing Professional Development (CPD) and Training policy	Policy to ensure that all staff are appropriately trained, occupationally competent and supported to fulfil their

	responsibilities, outlining CPD opportunities for centre staff as required by the qualification specification(s)/handbook(s)
6.14 Plagiarism and Cheating policy	Documented procedures to ensure the validity and reliability of internally assessed work, to include a policy on dealing with instances of learner plagiarism or cheating
6.15 Learner Administration policy	Documented procedures relating to the system(s) to enrol, monitor and support learners
6.16 Internal Quality Assurance/Non-Examination Assessment Policy	Detailed policy on the sampling strategy & rationale for the Internal Quality Assurance of qualifications, including schedule of standardisation meetings
6.17 Exams Contingency Plan/Exams Policy	The examination contingency plan/examinations policy should cover all aspects of examination administration. It will allow senior leaders to have a robust contingency plan in place, minimising risk to examination administration and any adverse impact on students, should, for example, the examinations officer be absent at a critical stage of the examination cycle.
6.18 Welsh Language Policy	Where applicable – Policy that makes provision for learners who wish to undertake a qualification in the Welsh language.
6.19 All relevant resources to meet the requirements of the relevant qualification specification(s)/handbook(s)	All other requirements as outlined in the relevant qualification specification(s)/handbook(s)