



**ECITB Awarding Organisation**  
**Approved Centre Handbook RV2-2**  
**August 2023**

## Contents

Introduction .....	4
ECITB Qualification Regulators .....	4
ECITB Qualifications .....	4
Introduction to ECITB Qualifications:.....	4
Assessment of ECITB Qualifications.....	5
ECITB Awarding Organisation Support for Assessment.....	6
Recognition of Prior Learning (RPL).....	6
Language of Assessment.....	6
Service Level Agreement and Fees .....	7
Service Level Agreements .....	7
Fees.....	8
Process for sending correspondence with personal or sensitive data .....	8
Membership Services Portal (MSP).....	9
Approved Centre Roles and Responsibilities .....	10
Centre Coordinator .....	10
Approved Assessors .....	11
Internal Quality Assurers.....	11
Expert Witness Advisors (EWA's) - SQA Accredited qualifications ONLY .....	13
Approved Centre Staff Approvals.....	14
Assessment Team Approval Criteria .....	15
Assessors:.....	15
Internal Quality Assurers .....	15
Expert Witness Advisors.....	16
Trainee Assessors and IQA's.....	16
Induction and Training of Assessment team.....	16
De-registration of Staff .....	17
Approved Centre Candidate Support.....	18
Candidate Entry .....	18
Candidate Induction and Candidate Assessment Record.....	18
Candidate Registration.....	19
Registration Procedure .....	19
Amending Candidate Details.....	20
Candidate De-registration .....	20
Delivery of Assessment and Retention of Records .....	21
Use of E-Portfolios and Electronic Submission .....	21
• E-Portfolio approval.....	21
• Electronic Submission .....	21

- Holistic Assessment ..... 22
- Unitised Assessment ..... 22
- Use of Centre Devised Assessment/Simulation ..... 22
- Remote Assessment ..... 23
- Retention of Records ..... 23
- Reasonable Adjustment and Special Consideration ..... 24
- Conflict of Interest ..... 24
- Reporting Incidents, Malpractice and/or Maladministration ..... 25
- Certification ..... 25
  - Claiming Achievement ..... 25
  - External Moderation Prior to certification process ..... 26
  - Replacement Certificates ..... 27
- External Quality Assurance and Support ..... 27
  - External Quality Assurance ..... 28
  - Centre Support Events ..... 28
  - Service Bulletins ..... 29
- Additional Qualification Approvals ..... 29
  - Additional Scheme Approval Request ..... 29
  - Approval for assessment in a simulated environment. .... 29
  - Third Party Approval Policy and Procedure ..... 29
  - Approval for Assessing Overseas Candidates ..... 30
  - Use of E-Portfolio or Electronic Submission ..... 30
- Approved Centre Withdrawal ..... 30
- Review Arrangements ..... 31
- Contact Details ..... 31
- Appendix A: ECITB Membership Services Portal User Guides For Approved Centre Staff ..... 32
- Appendix B: ECITB Membership Services Portal User Guides For Candidates ..... 33
- Appendix C: Guides for Approved Centre Staff available from EQA ..... 34
- Appendix D: Forms for Approved Centres ..... 35
- Appendix E: ECITB Awarding Body Policies and Procedures ..... 37



## Introduction

The Engineering Construction Industry Training Board (ECITB) is the skills, standards and regulated Awarding Organisation for the development of the engineering construction workforce of Great Britain. As an arms-length body of the UK Government, the ECITB reports to the Department for Education.

Engineering construction makes up more than one-fifth of the total UK economy and supports the nation's critical infrastructure. It operates across the oil and gas, nuclear and renewables sectors, as well as major process industries, such as chemicals, pharmaceuticals, food processing, water and waste treatment. Around 190,000 jobs are directly supported by engineering construction. Further details about ECITB can be found at [www.ectib.org.uk](http://www.ectib.org.uk).

An Approved Centre is authorised by the ECITB Awarding Organisation to deliver and assess ECITB qualifications and to manage the quality assurance of the delivery ECITB qualifications on a day to day basis through effective practices and procedures that meet the ECITB Awarding Organisation requirements.

## ECITB Qualification Regulators

The ECITB Awarding Organisation is regulated by:

**England:** Ofqual, Office of Qualifications and Examinations Regulator

**Scotland:** SQA Accreditation

**Wales:** Qualifications Wales

## ECITB Qualifications

### *Introduction to ECITB Qualifications:*

The ECITB Awarding Organisation offer a range of craft and technical qualifications that assess technical competency, i.e. the acquisition of skills, knowledge and understanding to perform a particular role as set out by the national occupational standards (NOS). By working with industry, ECITB engineering qualifications are valued by employers because they offer development opportunities to staff across a wide range of engineering construction roles and allow for a variety of assessment methods.

Qualification Structure consists of:

- **Qualification Title:** that reflects the vocational discipline.
- **Level:** that reflects the complexity and difficulty
- **Units:** discreet units of assessment with their own learning aim within the qualification
- **Learning Outcomes:** that describe what the candidate should know, understand or achieve on successful completion of the qualification.
- **Assessment Criteria:** that describe what the candidates must demonstrate to show that they have achieved the learning outcomes.

### *Assessment of ECITB Qualifications*

Candidates must be registered on the qualification with the ECITB Awarding Organisation Approved Centre before undertaking any assessment. The type of assessment will vary depending on the qualification undertaken and approved centres should refer to:

- ***RQF Assessment Guidance Manual***, which is relevant to all qualifications developed for the RQF Framework – denoted by (RQF) in the title.
- ***ECITB Assessment Strategy***, which is relevant to all SQA Accredited qualifications.

Qualifications that contain skills as well as knowledge criteria, require a candidate to be observed by an Approved Centre Assessor. This is normally done in a candidate's 'live workplace' environment but a number of qualifications also allow for assessment in an approved simulated environment.

The ECITB Awarding Organisation produce Skills Assessment Tests for some qualifications for Approved Centres to use should they wish to test candidates in a simulated environment, a fee per test applies and approval is required for use of the test prior to the assessment. A full test catalogue and approval form can be downloaded from the 'Documents' tab on the Membership Services Portal (MSP).

Approved Centres may devise their own simulated tests/assessments but these must be approved by ECITB prior to assessment taking place. Centres should complete a "***VQ006 Simulation and Centre Devised Assessment Approval Form***" that can be downloaded from the Membership Services Portal (MSP) and submit to their allocated EQA for approval. Centres should refer to the ***RQF Assessment Guidance Manual*** or the ***ECITB Assessment Strategy*** (for SQA Accredited qualifications) for further information.

ECITB online knowledge tests are mandated in most RQF qualifications and consist of multiple choice questions automatically marked by the ECITB test system with some tests also including short written questions and answers marked by the Approved Centre Assessors.

Most qualifications also require technical discussions between a candidate and an Approved Assessor.

ECITB qualifications are designed to consider fair access to assessment and adhere to equal opportunities requirements, please refer to the ***ECITB Awarding Organisation Reasonable Adjustment and Special Consideration Policy and Procedure***.

### ***ECITB Awarding Organisation Support for Assessment***

The ECITB Awarding Organisation provide additional support for the Approved Centre assessment team as follows:

- **SQA Accredited qualifications:** There is Assessment Guidance and supporting assessment documentation available to support each qualification.
- **RQF denoted (England) qualifications:** Each qualification is supported by an '*Approved Centre Qualification Requirements (ACQR)*' which defines the types, complexity and depth of activities that are acceptable as evidence. There is additional guidance as to the type of tools or materials the candidate should use and the techniques to be used and the level of quality standards and accuracy to be achieved with illustrative examples.

The above assessment guidance documents are confidential but should be made available to the assessment team approved by the ECITB Awarding Organisation, in advance of assessment taking place. Approved Centre Coordinators should request copies from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk),

Additional assessment support documentation can be downloaded from ECITB's Membership Services Portal, see Appendix A to C for a full list.

### ***Recognition of Prior Learning (RPL)***

*ECITB Awarding Organisation Recognition of Prior Learning Policy and Procedure* sets out the process that Approved Centres must follow when making decisions relating use of recognition of prior learning as evidence towards the achievement of an ECITB qualification. ECITB qualifications may have their own specific policy relating to the recognition of prior and the details for each specific qualification can be found within the qualification specific documentation.

Approved Centres are not required to seek authorisation for the recognition of prior learning related to candidate entry or the candidates training/learning programme, and are authorised to make the decision to registered candidates for an ECITB qualification when they consider the candidate is ready to undertake the assessment.

### ***Language of Assessment***

Unless otherwise stated in the qualification specification, Approved Centre Qualification Requirements or other related qualification documentation ECITB qualifications must be assessed in English (or Welsh where requested and subject to ECITB approval in advance of assessment, please note additional fees may apply).

## Service Level Agreement and Fees

### *Service Level Agreements*

It is the policy of the ECITB Awarding Organisation to provide a quality of service, which meets the customer's needs. The service provided is essential to ensure not only satisfaction by Approved Centres but also the end user (candidates and employers). The ECITB Awarding Organisation will endeavour to meet its commitments, under normal operating conditions, detailed in the following sections.

Service	Service Level Agreement (working days)
External Moderation prior to certification	30 working days from receipt of sample requested by EQA and/or the date of claim for certification on the MSP whichever is latest. Note: frequency of claims are subject to agreement with EQA
Certification	20 working days from date of the claim is submitted and/or approved in the MSP, whichever is the latest.
Monitoring Report	20 working days from date last date of monitoring activity.
Reasonable Adjustment and Special Consideration Requests	15 working days from receipt of request
Staff Approval Applications	15 working days from receipt of application
E-Portfolio Approval Applications	30 working days from receipt of application
Simulation Approval Applications	30 working days from receipt of application.
Centre Devised Assessment Approval Applications	30 working days from receipt of application.
Appeals, Complaints, Malpractice	SLA's are provided within each policy document.
Acknowledgement of Correspondence	<ul style="list-style-type: none"> <li>• no later than <b>5 working days</b> from receipt for correspondence sent via email to: <a href="mailto:qualifications@ecitb.org.uk">qualifications@ecitb.org.uk</a>,</li> <li>• no later than <b>15 working days</b> from receipt for any other correspondence and correspondence sent via post.</li> </ul>

Note: The ECITB Awarding Organisation will adhere to the above Service Level Agreements

under normal conditions and where an Approved Centre has no restriction or sanctions, but may deviate from the above service levels for quality assurance reasons and/or other exceptional circumstance and/or where all required information has not been received.

ECITB undertake annual surveys to provide Approved Centres with the opportunity to provide feedback on service. In addition there is a survey link at the end of each external quality assurance monitoring report that can be used to provide feedback at any time.

### *Fees*

The ECITB Awarding Organisation publish a full list of fees on their website <https://www.ecitb.org.uk/engineering-qualifications/>. Fees are charged directly to Approved Centres. An ECITB Awarding Organisation Approved Centre may incorporate these fees in any charges it makes to its customers, and all customers are advised to discuss directly with the Approved Centre fees for services offered.

## **Process for sending correspondence with personal or sensitive data**

Before sending any information or data to ECITB that contains staff (including contractors) and/or candidate personal details that could be attributed to an individual and/or information that includes sensitive data about an individual, you are required to request a ShareFile link from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

The ECITB Awarding Organisation will respond by sending an email from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) containing the wording 'Click here to upload files'. This enables you to upload your files to the ECITB secure ShareFile system.

No personal or sensitive data should be sent via email as this method of transferring data is less secure than ShareFile

Should you be sending such data by post, please mark the correspondence 'Confidential – For the Attention of the Awarding Organisation'.



## Membership Services Portal (MSP)

ECITB's MSP is a web-based portal for Approved Centres to undertake the following activities:

- Register and de-register candidates for ECITB qualifications;
- Amend candidate details;
- Generate Candidate Assessment Records (CAR);
- Administer ECITB Knowledge and Skills Tests;
- Mark ECITB Knowledge Tests if required by the qualification;
- Claim achievement and request certification;
- Access candidate achievement records;
- Reporting and tracking candidate achievement;
- Access to ECITB Awarding Organisation forms and guidance manuals.



Candidates are also able to access the MSP to view their own record. Centres can download a '*Learner Guide*' under User Guide section of the MSP and should ensure this facility is demonstrated to candidates during their induction. In order for candidates to take advantage of this service, it is vital that a correct email address for the candidate is entered at registration for new candidates, or verified for any candidates that have an existing ECITB record.

The MSP contains guidance documentation for all the above activities. A full list can be found in Appendix A-C

The MSP also contains all forms and templates required by Approved Centres to manage and administer candidate assessment. A full list can be found in Appendix D.

The Approved Centre Coordinator and all members of Approved Centre Staff will receive log-in details for the MSP via a system generated activation email. Passwords can be reset by the individual member of staff if required when they login. An Activation Guide is available if required.

The ECITB Awarding Organisation use the MSP to:

- Approve Centre staff;
- Allocate permissions to Approved Centre staff;
- Approve requests for certification;
- Issue certificates;
- Run reports for EQA and regulatory purposes;

## Approved Centre Roles and Responsibilities

### *Centre Coordinator*

Centre Coordinators act as the main contact and single point of responsibility for all ECITB qualifications delivered by the Approved Centre and are responsible for ensuring all ECITB Awarding Organisation requirements are met.

Key Responsibilities include:

- Ensuring the Approved Centre operates a robust and risk-based approach to internal quality assurance.
- Maintaining and storing assessment and quality assurance records and data in line with ECITB Awarding Organisation requirements.
- Ensure ECITB Awarding Organisation communications are disseminated to the relevant members of the assessment and/or administration teams.
- Co-ordinate and attend ECITB Awarding Organisation external quality assurance visits and ensure any resulting actions are implemented within timescales set.
- Attend ECITB Awarding Organisation an annual Approved Centre support events.
- Advising the ECITB Awarding Organisation of any Approved Centre change in circumstances, including any third party relationships and/or change of ownership.
- Ensuring all staff involved in ECITB qualifications are approved by the ECITB Awarding Organisation and staff details on MSP are accurate and up-to-date.
- Managing MSP including staff permissions.
- Ensuring there is a clear and timely process for making certification claims.
- Ensuring all claims for certification are accurate.
- Tracking and managing candidate progress, including de-registration of any candidates who do not complete assessment.
- Ensuring new members of the assessment team receive a thorough induction including: the ECITB Awarding Organisation policies, procedures and assessment requirements
- Ensuring all members of the assessment team have access to all qualification documentation and support materials.
- Ensure the use of E-portfolio's and/or other forms of electronic submission are approved by the ECITB Awarding Organisation in advance of assessment.
- Undertake regular programme evaluation, including the management of risk and Conflicts of Interest.

- Reporting, immediately, any conflicts of interest, incidents and/or suspected malpractice to the ECITB Awarding Organisation.

### ***Approved Assessors***

Assessors are appointed by an Approved Centre, and are approved and registered by the ECITB Awarding Organisation to assess candidates for ECITB qualifications.

Responsibilities include:

- Understanding the appropriate qualification structure(s), assessment standards and ECITB assessment requirements.
- Supporting candidates and to make judgements on candidate performance and/or evidence against the specified Assessment Criteria within the qualification unit(s) of assessment and in line with the qualification assessment strategy and ECITB Awarding Organisation requirements.
- Authenticating all candidate evidence.
- Taking appropriate action(s) to ensure assessment arrangements/practices meet the required ECITB Awarding Organisation requirements.
- Provide constructive and developmental feedback to candidates on assessment and progress.
- Complete and retain assessment records in line with ECITB Awarding Organisation requirements.
- Report immediately to the Approved Centre Co-ordinator or the ECITB Awarding Organisation any conflicts of interest, incidents and suspected malpractice and/or maladministration.

### ***Internal Quality Assurers***

Appointed by an Approved Centre, and approved and registered by the ECITB Awarding Organisation to ensure consistency and quality of assessment. The IQA role is critical to the internal quality assurance of ECITB qualifications prior to certification and the ECITB Awarding Organisation reserves the right to reject any claim for certification if there is insufficient evidence of robust internal quality assurance.

Responsibilities include:

- Monitoring internal assessment practices and procedures to ensure assessment processes are in line with ECITB Awarding Organisation requirements, by use of:
  - risk based formative and summative sampling;
  - direct observation of assessment by each assessor;
  - monitoring of assessment planning and candidate progression towards assessment plan.
- To develop and maintain a risk-based sampling strategy and plan that ensures consistency of assessment processes and standards, in line with

ECITB Awarding Organisation requirements. Over a period of time the IQA's sampling should cover:

- all assessors;
  - all assessment methods (e.g. observation, professional discussion, written, test, etc.);
  - Evidence types and records (e.g. electronic portfolio, paper portfolio);
  - all assessment locations;
  - all qualifications;
  - all units of the qualification;
  - a selection of candidates.
- To undertake formative and summative sampling that ensures the authenticity of evidence produced and that internal assessment decisions are consistent and meet the qualification and ECITB Awarding Organisation requirements.
  - To take appropriate action(s) if assessment arrangements/practices do not meet the required standard.
  - To take appropriate action(s) to address any areas of concern or risk identified by the ECITB Awarding Organisation EQA.
  - To provide and retain records of feedback to Assessors on assessment practices to drive continuous improvement.
  - To provide support and guidance to the centre's assessors, including (but not limited to):
    - Induction
    - Monitoring and feedback relating to assessment
    - Standardisation
    - Identification of any training needs.
  - To ensure there is evidence of formative and summative internal quality assurance within the candidate assessment/portfolio of evidence.
  - To ensure that assessment, internal quality assurance records and related documents, systems and policies are fit for purpose, accurate and meet ECITB Awarding Organisation requirements.
  - Ensure assessment and IQA records, including sampling plans and feedback to assessors, are maintained and stored in line with *ECITB Awarding Organisation Record Keeping Policy and Procedure*.
  - Understand the requirements of ECITB qualifications, assessment standards and assessment procedures.

- Report immediately any conflicts of interest, incidents and suspected malpractice and/or maladministration
- Contribute to the continuous improvement of the ECITB provision within the Approved Centre.

The ECITB Awarding Organisation provide the following IQA templates that can be used by Approved Centres for planning and recording of IQA activity:

- IQA Formative Monitoring Report
- IQA Summative Monitoring Report
- IQA Sampling Plan by Qualification Template

These templates can be downloaded from the 'Documents' section of the ECITB Membership Services Portal.

If an Approved Centre already has their own IQA forms or records IQA activity within an E-portfolio then this will be agreed at approval and any changes must be agreed in advance with the EQA.

It is important to remember that the IQA forms contribute to the internal assessment audit trail and must capture details of planned, actual dates and rationale for IQA sampling, over time and cover: all assessors, all assessment methods, all assessment locations, all units of awards they quality assure and a selection of candidates.

### ***Expert Witness Advisors (EWA's) - SQA Accredited qualifications ONLY***

EWA's may only be used for SQA Accredited qualifications. EWA's are appointed by an Approved Centre, and are approved and registered by the ECITB Awarding Organisation to carry out the requirement for any mandatory direct observation of candidate performance against assessment criteria requirements.

EWAs are to be used **only in exceptional circumstances** when it is not possible for the candidate to be directly observed by an ECITB Approved Assessor either in person or using video technology.

EWAs will make judgements as to whether the candidate has performed a skill to the standards required of the qualification. Approved Centres must note that this is different from a Witness Statement which is supporting evidence assessed by an Assessor against assessment criteria.

It is expected that where possible EWA statements are supported by additional evidence such as Witness Statements from a line manager and/or a written candidate Reflective Statement and the candidate is subject to technical discussion with an Approved Assessor relating to the task observed by the EWA.

The use of EWA's must be approved by the ECITB Awarding Organisation in advance of any assessment. The Approved Centre Coordinator must apply in writing to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) by completing a *VQ002 Staff Approval Form* for approval of the EWA and also providing the following information:

- All relevant details of the observation taking place and criteria being

assessed;

- Outline of the observation procedure;
- Rationale as to why an Approved Assessor is unable to undertake the observation either face-to-face or using video recording technology, ideally with a supporting statement from the candidate's employer;
- Name of the Assessor and Internal Quality Assurer who will review and agree the evidence;
- Name of the EWA;
- Candidate Name;
- Address/site of observation;
- Relationship of the EWA to the candidate.

The EWA must be someone within the candidate's organisation to whom the candidate works and/or reports, i.e. supervisor, lead technician, line manager or person within the project quality chain, project manager, quality control engineer, colleague or workmate etc.

The assessor must include within the candidate portfolio an organisation chart for the site showing the relationship of the EWA to the candidate.

- The EWA is required to meet the criteria for assessor occupational expertise in the related discipline at or above the level of the qualification being assessed.
- An Approved Assessor must have sufficient time to induct and fully brief, as to the assessment requirements, all EWAs providing testimony for candidates allocated to that assessor at any one time.

### ***Approved Centre Staff Approvals***

The ECITB Awarding Organisation requires that all staff involved with ECITB qualifications are approved and registered with the ECITB Awarding Organisation, this includes the Centre Coordinator and administration roles.

Assessors, internal quality assurers and expert witness advisers involved in the assessment of ECITB qualifications must be approved and registered by the ECITB Awarding Organisation prior to any assessment taking place.

Approved Centres are required to complete a *VQ002 Staff Approval Form* (available to download from the documents section of the MSP) and forward this with to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) for all approvals. Approvals for assessment team members must be submitted with a C.V. describing the experience, background, qualifications held and copies of appropriate qualification certificates. Note: C.V.'s and qualification certificates are not required for the roles of Centre Coordinator or administration staff.

As part of the approval the Approved Centre will indicate on the VQ002 the roles and MSP permissions required and whether the staff member is already registered with ECITB.

The Awarding Organisation will review the content of all applications, if necessary, in liaison

with a member of the Awarding Organisation management team and will register the staff member on the MSP if the above approval criteria is demonstrated.

Once registered on the MSP, a unique registration number and where required MSP login details will be issued.

Should the application not be approved the Centre Coordinator will be advised and further information to support the application will be requested.

The Approved Centre Coordinator will be notified of the outcome of the application normally within **15 working days** from the receipt of the application.

### ***Assessment Team Approval Criteria***

Unless otherwise stated by the qualifications assessment strategy the criteria for approval of assessment team members is as follows:

#### **Assessors:**

- Occupational competence of at least **three years** in the discipline/occupational area and to the appropriate level for the qualification that they are assessing.

Or

- Recognised qualification in the discipline/occupational area and to the level that they are assessing.

Plus:

- A relevant Assessor qualification e.g. Level 3 Certificate in Assessing Vocational Achievement, Scottish Qualifications Authority (SQA) Unit L&D9DI- Assess Workplace Competence using Direct Methods and Indirect Methods, D32, D33, A1.

Or

- At least three years' experience of assessing regulated qualifications in the discipline/occupational area and to the appropriate level for which they are assessing, whilst working towards an Assessor qualification (as defined above).

#### **Internal Quality Assurers**

- Direct experience or substantial knowledge of the discipline/occupational area that they are quality assuring.

Or

- Recognised qualification in the discipline/occupational area and to the level that they are quality assuring.

Plus:

- Recognised IQA qualification, e.g. Level 4 Award in Internal Quality Assurance of Assessment and Practice, Scottish Qualifications Authority (SQA) Unit L&D11, D34, V1.

Or

- At least three years' experience of quality assuring regulated qualifications in the discipline/occupational area and to the level that they are quality assuring, whilst working towards a recognised IQA qualification (as defined above).

Note: it is expected that unqualified Assessors and IQA's are subject to appropriate levels of internal quality assurance reflective of risk.

#### **Expert Witness Advisors**

- Direct experience and competence in the discipline/occupational area at the appropriate to the level that they are observing.

and ideally a

- Recognised qualification in the discipline/occupational area to the level that they are observing.

N.B. expert witness advisers are **not required** to hold **assessor** qualifications

#### ***Trainee Assessors and IQA's***

All assessment decisions must be made by an Approved Assessor. It is understood that there may be occasions that a centre may wish to use an assessor or IQA who has not yet met the ECITB Awarding Organisation criteria but who is undergoing training, however in all such cases assessment practice must be monitored, the assessment decisions must be reviewed and countersigned by an Approved assessor/IQA who must include a written rationale as to how the assessment decisions made have met requirements.

Any assessment involving trainee assessors or IQA's must be subject to internal quality assurance appropriate to the risk.

The ECITB Awarding Organisation will not accept assessments by trainee Assessors/IQAs that have not been countersigned or an Approved Assessor or from any assessors not approved by the ECITB Awarding Organisation in advance of assessment. EQA's will check for countersignatures, appropriate supervision, feedback and progress towards qualifications, plus evidence of induction such as signed registers of attendance/checklists.

#### ***Induction and Training of Assessment team.***

All staff involved in the delivery of ECITB qualifications should receive a full induction relevant to their role, including familiarisation with and/or training on the ECITB Awarding Organisation's:

- procedures and policies (available on ECITB's website);
- Membership Services Portal (MSP) functions, including registration of candidates and making claims for certification;
- online testing system, including schedule, administering and marking an online test;

All newly approved Assessors/IQAs must receive a full induction to ECITB Awarding





Organisation assessment and quality assurance procedures and the appropriate qualification requirements prior to undertaking any assessment.

Newly approved centres and/or centres offering qualifications in a new discipline or with a new assessment method must contact their ECITB EQA and to arrange an induction session which may be carried out face-to-face or via digital conferencing technology. Approved centres are responsible for the induction of any subsequently approved staff.

The ECITB Awarding Organisation provide an induction presentation, a copy should be requested from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk)

Approved Centres are responsible for the on-going training and development needs of their staff, assessors and IQAs (and wider assessment team). It is recommended that both assessors and IQAs have regular opportunities for networking and are required to participate in standardisation processes, in addition to any other more formalised training and development.

The ECITB Awarding Organisation will normally make available an annual centre support events and members of the assessment team are welcome to attend, centres requiring more than two places for face-to-face events should see approval in advance by emailing [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

The ECITB Awarding Organisation may, from time to time, arrange training or support sessions or provide additional information for assessors and IQAs and/or other members of the Approved Centre team.

### ***De-registration of Staff***

Approved Centres are responsible for ensuring staff records on MSP are current and accurate.

De-registration of Approved Centre staff and assessment team members is by submission of the *VQ007 Centre Staff De-registration form*, signed by the Centre Coordinator to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk). If any details are missing from the VQ007 the de-registration form will be returned, this may result in delays in updating the MSP.

## Approved Centre Candidate Support

This section outlines ECITB Awarding Organisation expectations of Approved Centres in supporting ECITB registered candidates.

### *Candidate Entry*

ECITB Approved Centres must discuss any previous learning and experience with candidates and/or their employers prior to registration for an ECITB qualification to ensure they meet any stated entry criteria and are capable of meeting the demands of the qualification. As part of this process Approved Centres will make an assessment of a candidates learning/training needs required for assessment of the qualification and should refer to *ECITB Awarding Organisation Reasonable Adjustment and Special Consideration Policy* if required. Approved Centres must also discuss how RPL may contribute to the demonstration of achievement and should refer to *ECITB Awarding Organisation Reasonable Adjustment Policy and Procedure* for further information.

### *Candidate Induction and Candidate Assessment Record*

Approved Centres must ensure that all registered candidates receive a full induction.

A Candidate Assessment Record (CAR) for RQF denoted qualifications is provided, which includes the following:

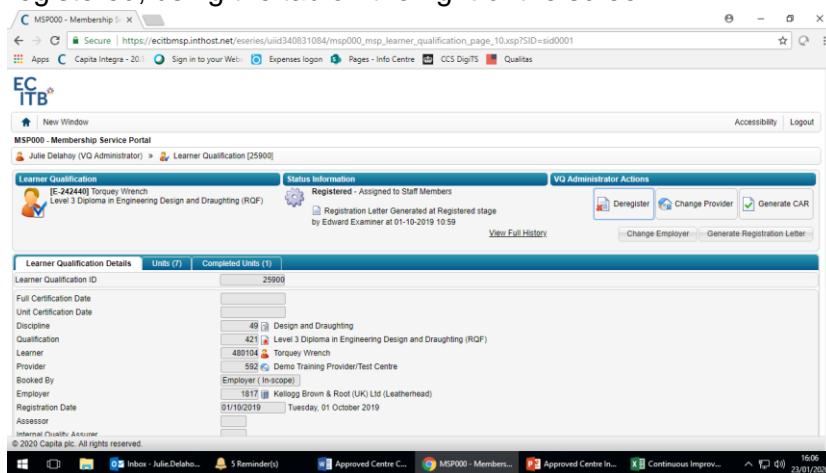
- Induction Form
- Skills Assessment Plan

The CARs also include the following:

- Skills Assessment Record
- Technical Discussion Assessment Record
- Witness/Contributor Details Form
- Evidence Description List
- Record of Authentication
- Unit of Mapping Matrix for each unit within the qualification for mapping evidence against the assessment criteria.

For SQA Accredited qualifications the above assessment forms are available individually if required and should be requested from [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

The Candidate Assessment Record can be downloaded from the MSP once candidates are registered, using the tab on the right of the screen.



Approved Centres who use E-portfolios for managing assessment and mapping of evidence may wish to use individual pages of the CAR, for example. Candidate Induction Checklist, Skills Assessment Template and/or Technical Discussion Template.

At induction Approved Centres must ensure that candidates sign a *Data Privacy Form* and retain a copy in the candidate's portfolio. If a candidate objects to sharing of data a copy of this form must be uploaded to the MSP

### ***Candidate Registration***

Approved Centres should apply for candidate registration using the Membership Services Portal.

All candidates are required to be registered prior to commencement of assessment activities. Approved Centres will be invoiced for candidates registration once submitted on the MSP, a full list of ECITB Awarding Organisation fees can be found the ECITB website.

It is important that an accurate email address is provided for candidates at registration as the MSP will generate an automated email with a username and password for the candidate in order that they can access their records, in addition accurate contact information is required for all candidates to ensure the Approved Centre and/or the ECITB Awarding Organisation is able to correspond directly with candidates if required.

At point of registration centres must download a *VQ055 Candidate Welcome Letter* from the MSP and ensure this is distributed to the candidate either by email or in person.

### ***Registration Procedure***

The Approved Centre enters the candidate details into the Membership Services Portal in accordance with the user guide '*VQ Register a Candidate on a VQ Qualification*' located within the User Options section of the Membership Services Portal.

Approved Centres are unable to register candidates that have been previously registered for the same qualification through another Approved Centre, if this situation occurs then the approved centre should be notified to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

In the circumstances where a registered candidate moves to another Approved Centre the ECITB Approved Centre Handbook RV2-2 August 2023

registration may be transferred and the date of initial registration will be retained. The Approved Centre accepting the transfer of the candidate must notify the ECITB Awarding Organisation in writing by emailing [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk), the right to charge an additional registration fee is reserved.

Every candidate is required to have a Unique Candidate Number (ULN) and it is the responsibility of each centre to confirm the identity of each candidate and obtain the ULN from the Learning Records Service. For full details of how to register & obtain ULN's you should visit: <https://www.gov.uk/government/publications/lrs-registration-documents>

To ensure that the ECITB complies with Data Protection requirements, you must ensure that all candidates complete the '*ECITB Privacy Notice Data Consent Form*' and that a copy is retained on the candidate file. Candidates who object to the sharing of data must complete an '*Objection to Data Disclosure Form*' and a copy of this form must be uploaded to the MSP during registration.

### ***Amending Candidate Details***

Once registered an Approved Centre is able to edit the candidate contact information, i.e. address, phone number, email address and employer. For any other changes Approved Centres should email [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

The Approved Centre is responsible for ensuring candidate contact data on the MSP is complete, accurate and kept up to date.

Candidates who have previously objected to data sharing and wish to change their minds should complete an '*Acceptance of ECITB Data Privacy Notice Form*' and a copy should be emailed to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) in order that the candidate record can be amended.

### ***Candidate De-registration***

Approved Centres are responsible for ensuring their candidate records are accurate and current and must de-register candidates via the MSP should the candidate fail to complete assessment. ECITB qualifications do not usually define any maximum term for registration however candidate progress will be monitored by EQA's during monitoring visits. Approved Centres should also take into consideration any end-certification date for a qualification and assessment should be finalised at least three months prior to the end certification date to allow time for internal verification and external quality assurance.

## Delivery of Assessment and Retention of Records

Approved Centres should refer to and ensure the following documents are circulated to the approved assessment team:

- RQF Denoted Qualifications
  - RQF Assessment Guidance Manual
  - Approved Centre Qualification Requirements (ACQR)

In addition, for each RQF qualification a non-*mandatory Candidate Assessment Record (CAR)*, this can be downloaded from the MSP once the candidate is registered. The CAR contains a full set of documentation required for inducting, planning, recording, tracking/cross-referencing and authenticating candidate evidence which can be used for both paper and electronic portfolios. More information is provided in the *RQF Assessment Guidance Manual*.

- SQA Accredited Qualifications
  - ECITB Craft, Technician, Technical, PC Suite Assessment Strategy
  - Assessment guidance and assessment documentation.

### *Use of E-Portfolios and Electronic Submission*

The use of E-portfolio's and electronic submission of candidate assessment is encouraged and supported, subject approval as outlined below:

- **E-Portfolio approval:** approved centres must complete form VQ005 E-Portfolio Approval Form and return to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk), as part of this application centres must explain their contingency planning in the event of data loss or failure of the E-portfolio system.
- **Electronic Submission:** Centres must discuss and seek approval directly from their allocated EQA. As part of this approval the EQA will agree the format and frequency of the submission with the approved centre and the EQA will complete verification and/or moderation of work within **30 working days** from date of submission

It is recommended that if an E-portfolio is used Approved Centres familiarise themselves with the Candidate Assessment Record (CAR) to provide insight into ECITB Awarding Organisation assessment record requirements

Electronic submission will only be accepted by use of ECITB ShareFile, using the following protocol:

- Each submissions must be for one qualification only in a folder clearly titled with the full name of the qualification.
- Each qualification folder should then contain the following sub-folders:
  - One sub-folder for IQA documentation relating to the submission.
  - One sub-folder for each candidate, clearly titled with the full name of

the candidate and ECITB registration number.

The Candidate file should then contain further subfolders:

- **Holistic Assessment:**
  - Candidate Assessment Record (or centre documentation with same content), titling protocol: Candidate Name and any documents must contain a clear title.
  - Evidence file: Each piece of evidence, including audio recordings must contain the candidate name and a unique Evidence number which is then mapped on the evidence matrix. When an Approved Centre uploads a video or audio recording onto ECITB ShareFile or other approved e- portfolio system for external quality assurance, the assessor feedback should signpost at what point in the recording the assessment criteria is covered by the candidate. For example, 'AC 1.2 can be found at 1 minute and 20 seconds from the start of the recording'.
- **Unitised Assessment:** For Unitised qualifications one evidence file per unit containing candidate evidence and Assessor mark sheets/assessment documentation, displayed as outlined above. The CAR should be uploaded separately within the Candidate File.

File size should be no more than 10MB, allowed file extensions are: **.doc .docx .xls .xlsx .pdf .zip .ppt**. Other file extensions may be available but not guaranteed – please refer to the VQ Administrator for guidance.

Approved Centres should not send assessments and associated documentation by post or courier services to the ECITB Awarding Organisation without prior agreement. If submission by post or courier is agreed, the Approved Centre must ensure they retain a complete copies/back-up of all candidate work and related assessment materials. Failure to do so, where documentation does not arrive, may result in the Approved Centre being subject to a malpractice and maladministration investigation.

### ***Use of Centre Devised Assessment/Simulation***

The ECITB Standards Setting Organisation (SSO), which is a separate function from the ECITB Awarding Organisation, agrees National Occupational Standards (NOS) with industry upon which the vocational qualifications are currently based. SSOs invariably identify the assessment strategy/methods required to obtain qualifications which may stipulate how simulation and/or centre devised assessment may be used and, at the same time, may develop instruction and guidance regarding the simulation of performance, this usually takes into account safety issues, costs, etc.

Guidance in relation to simulation and the use of centre devised assessment is contained in the following documents:

- SQA Accredited qualifications: *ECITB Craft, Technician, Technical, PC Suite Assessment Strategy*

- RQF denoted qualifications: *RQF Assessment Guidance Manual* (Section 5) and/or Approved Centre Qualification Requirements.

Unless otherwise stated in the above documents, ideally evidence for a qualification will come from naturally occurring workplace evidence, however, simulation is a method that can be used for observing a candidate performing a practical activity in a Realistic Working Environment either within the work-place or at an alternative location to the workplace subject to ECITB Awarding Organisation approval.

Approved Centres are advised to refer the '*VQ Simulation and Centre Devised Assessment Approval Policy and Procedure*' and discuss requirements with their EQAs for guidance prior to developing any centre devised assessments/simulations.

Request for approval to use Centre Devised Assessment/Simulation must be made in writing using the '*VQ006 Simulation and Centre Devised Assessment Approval Form*', in advance of any assessment (See section 11). When considering any request to use Centre Devised Assessments/Simulation, the starting point will be the Assessment Strategy requirements and then the qualification guidelines/ACQR's which may provide specific detail in regard to the use of simulation and/or Centre Devised Assessment.

For some RQF denoted qualifications the ECITB Awarding Organisation provide Skills Assessment Tests that Approved Centres can use to assess candidates in a simulated environment. Use of these tests is subject to approval using '*VQ006 Simulation and Centre Devised Assessment Approval Form*' and subject of additional fee.

Requests for approval for use of Centre Devised Assessment/simulation and/or the use of ECITB Awarding Organisation Devised Skills Assessment Tests should be sent to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) and will be considered (a site visit may be required).

### ***Remote Assessment***

Approved Centres wishing to undertake any form of remote assessment or invigilation for the VQ Knowledge Test must seek approval in advance of any assessment taking place (see section 11). No remote assessment should take place without written approval from the ECITB Awarding Organisation.

Approved Centre Coordinators are responsible for ensuring any party involved in remote assessment receive training in the ECITB Awarding Organisation requirements, a full set of guides, templates and a webinar presentation can be used for this purpose and EQA's can also offer support on request.

Further details can be found in the *VQ Remote Assessment Guide*, available on request.

### ***Retention of Records***

Approved Centres must establish and maintain systems for recording assessment decisions which are reliable and auditable and meet GDPR requirements.

To meet the requirements of the ECITB Awarding Organisation and the qualification regulators, Approved Centres must maintain electronic and/or hard-copy records of candidate assessment records that allow for the independent authentication of any claims for certification. Approved Centres should refer to *ECITB's Record Keeping Policy and*

Procedure for minimum requirements.

### ***Reasonable Adjustment and Special Consideration***

In order to comply with equalities law and regulatory requirements the ECITB Awarding Organisation has in place clear arrangements to make reasonable adjustments in relation to the assessment of its qualifications so that a candidate with a disability or learning difficulty is able to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the qualification. In addition the ECITB Awarding Organisation is required to give special consideration to a candidate who has temporarily experienced illness, injury or some other event outside their control which may affect the outcome of an assessment.

Centres should refer to the following ECITB Awarding Organisation policies:

- Equal Opportunities Policy
- Reasonable Adjustment and Special Consideration Policy and Procedure

Applications for adjustment to assessment processes must be made **at least 20 days in advance of assessment** taking place by completing form *VQ011 Reasonable Adjustment Request Form*.

Applications for the special consideration of any reason that they candidate may have been disadvantaged during the assessment must be made **no more than 5 days after the assessment** has taken place by completing form *VQ012 Special Consideration Request Form*.

The above forms can be downloaded from the MSP and should be returned to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk), for review by a member of the ECITB Awarding Organisation management team and centres will receive a response within **15 working days**.

### ***Conflict of Interest***

Approved Centres are required as part of approval are required to have in place a Conflict of Interest Policy and procedure, that includes identification, ongoing monitoring, reporting, recording and management of any conflicts of interest

EQA's will ask to review conflict of interest records will be as part of external quality assurance monitoring.

It is the Approved Centre's responsibility ensure any identified actual or potential Conflict of Interest relating to ECITB Qualifications, that has or has the potential to cause an Adverse Effect is immediately reported to the ECITB Awarding Organisation. Approved Centres should refer to *ECITB Awarding Organisation Conflict of Interest Policy and Procedure* for more information.

Approved Centres are responsible for managing the risk of any actual or potential conflict of interest to ensure all internal assessment judgements and other relevant decisions are objective and made without bias by individuals with no personal interest in the outcome.



### ***Reporting Incidents, Malpractice and/or Maladministration***

Approved Centres are responsible for ensuring that all staff (including any contractors/partners), involved in the management, assessment and quality assurance of ECITB qualifications, and their candidates/customers are aware of the contents of both the Approved Centre's and the ECITB Awarding Organisation policy and procedures relating to incidents and malpractice/maladministration, and the formal arrangements in place to prevent, report and investigate any incidents or cases of suspected or actual malpractice and maladministration.

Approved Centres must immediately report to the ECITB Awarding organisation any case of suspected or actual malpractice or maladministration and/or any incident that:

- could or has resulted in an adverse effect on ECITB and/or its regulators;
- affect candidates registered with the ECITB Awarding Organisation;
- could or has resulted in the Approved Centre and/or ECITB not being able to meet their regulatory requirements.

All reports must be made immediately in writing by emailing [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

Centres should refer to the ECITB Awarding Organisation:

- *Malpractice and Maladministration Policy and Procedure*
- *Management of Incidents Policy and Procedure*

for further information on prevention, identification, reporting and investigation requirements.

## **Certification**

All certificates are sent via secure post to the Approved Centre main address, attention of the Centre Coordinator as per information held on the MSP.

Approved Centres should refer to ECITB Policy: *Qualification Certification Policy and Procedure* which can be downloaded from the ECITB website.

### ***Claiming Achievement***

Approved Centres Coordinators or allocated approved member of staff may claim for candidate achievement via the Membership Services Portal (MSP). Full guidance on how to make certification claims can be found in the User Guide: *Apply for a VQ Certificate*, which can be downloaded from the 'User Options' section of MSP.

Claims for achievement must only be made once the Approved Centres internal quality assurance procedures have been completed and the claim is authorised by the relevant IQA.

Claims made will then either be subject to:

- External moderation, prior to certification, by an ECITB Awarding Organisation EQA which will normally take place within 30 working days from the date of claim on the MSP and/or receipt of requested sample, whichever is latest. Certificates will be

issued within 20 working days from date that the claim is agreed by the EQA in writing – usually by way of receipt of a VQ021 Monitoring Report.

Or

- Direct Claims Status, the certificate will be released within **20 working days** from the date of the claim. Candidate portfolios/assessment must be retained for external quality assurance monitoring.

The preferred method of submission for work requiring external moderation or verification is via E-portfolio or electronically via the ECITB ShareFile system (see section 8.1), however, it is understood that different approaches to delivery and assessment may require a different approach.

If assessment is by hard copy portfolio or there are other circumstances which make online uploading difficult it is the responsibility of the Approved Centre to agree arrangements for external quality assurance with their allocated EQA as follows:

- **Onsite Visit:** External verification for awards made under Direct Claims Status will be undertaken as part of normal external quality assurance monitoring activities, however external moderation prior to certification visits must be arranged with the Approved Centre's allocated EQA. Please note that such visits will normally require a minimum quota, to be agreed, should an Approved Centre require an onsite moderation visit without having this quota in place, the Approved Centre may incur a charge for the external quality assurance visit.
- **Secure Post/Courier:** work may be accepted via secure method of delivery, provided the Approved Centre retains copies of the candidate work and associated assessment documentation. Candidate work should not be sent without prior agreement from the ECITB Awarding Organisation. All candidate work and related assessment documentation will be returned by secure post/courier.

Approved Centres are required to ensure certificates are despatched to candidates in a timely manner using secure post, certificates must not be withheld from candidates for any reason including non-payment of fees.

### ***External Moderation Prior to certification process***

Approved Centres are required to make claims for achievement via the MSP, it is the responsibility of the Approved Centre to contact their allocated EQA to arrange external moderation once a claim has been made. Claims can be made at any time, subject to prior agreement as to:

- the minimum number of candidates for each claim;
- the frequency of claims,

in order to avoid a significant increase in resources.

Once a claim for achievement has been made, this will show as awaiting 'external verification' on the MSP. An EQA will complete the external moderation within **30 working**

**days** from the date of the claim.

A claim on the MSP will alert the EQA that candidate work is ready for external moderation. The EQA will then contact the Centre Coordinator to make arrangements to access candidate work, if such arrangements are not already in place.

The EQA will select the sample from the list of certificate claims made on the MSP by running a report 'External Verification', the Approved Centre will not be informed of the sample selected prior to this monitoring activity and the EQA reserves the right to request additional and/or 100% sample at any time.

Candidate portfolios should not be released to candidates until external moderation has been completed and the EQA has confirmed release of the portfolio in writing.

The EQA will record their findings on a *VQ021 Approved Centre Monitoring Report* and update the '*External Verification*' list indicating which candidates have been sampled and whether candidates have been authorised for certification and/or release of portfolios. The centre will receive a copy of both reports via [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

Authorised claims for certifications will be processed by the Awarding Organisation, including finalising results, printing and dispatch of the certificates to the Approved Centre.

If claims have not been authorised the EQA will set actions on the VQ022 Approved Centre Action Plan and arrange a visit (face-to-face or virtual) with the approved centres to discuss findings.

### ***Replacement Certificates***

The ECITB Awarding Organisation is required to issue replacement certificates on request. All requests for replacement certificates must be made in writing to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk). All replacement certificates will be marked with the word 'replacement' and a fee is payable. Approved Centres should refer to '*Qualification Certification Policy and Procedure*'.

A record will be retained of all replacement certificates and reserve the right to not re-issue a certificate if the request cannot be authenticated and/or there is reasonable doubt as to the authentication of the request.

## **External Quality Assurance and Support**

All Approved Centres are subject to external quality assurance monitoring even if they have no registered candidates/candidates in assessment. Approved Centres are required to comply with any requests from the ECITB Awarding Organisation and/or its regulators, for access to premises, systems, records, information, candidates, and assessment team staff for the purposes of monitoring the external quality assurance of a centre. This will ensure every site/location affiliated to a main centre is subject to the same standard of quality assurance as the main centre.

Where a centre fails to provide such access, this is a breach of the Approved Centre Agreement and appropriate remedial action will be taken in line *ECITB Awarding Organisation Restrictions and Sanctions Policy and Procedure*.

### ***External Quality Assurance***

The ECITB Awarding Organisation will provide each Approved Centre with a named EQA at point of approval, but reserves the right to reallocate EQA to meet risk, quality assurance and resource requirements, in which case written confirmation will be provided to the Approved Centre.

Whilst the Approved Centre's allocated EQA will be their first point of contact for any queries relating to assessment standards, Approved Centres should communicate with the VQ Administrator, [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) for any administration issues, including staff approval.

External quality assurance visits and related monitoring activities are planned based on risk, Approved Centres should refer to '*Centre Assessment Standards Scrutiny and External Quality Assurance Strategy*' for full information on the ECITB Awarding Organisations risk-based approach to external quality assurance, sampling strategy and EQA monitoring procedures.

As part of their quality assurance monitoring EQA's will undertake formative sampling of assessments prior to completion and provide timely feedback to the Approved Centre assessment team in order to reduce the risk of assessment not meeting requirements and standards at the point of claim and/or certification.

EQA visits also provide an important opportunity for centres to clarify questions about the ECITB Awarding Organisation requirements, and for EQAs to update centre staff on new issues. However, the main purpose of a visit is to monitor the quality and consistency of assessment decisions and practices within a centre and compliance with ECITB Awarding Organisation requirements, therefore Approved Centres should request additional support visits outside of the monitoring visit if required. A monitoring report and action plan will be sent after each monitoring visit with EQA findings, recommendations, identified areas of good practice and any required actions.

With the exception of an initial induction session for newly approved centres (which may be undertaken face-to-face or remotely), the cost of support visits are not included in the candidate registration fee, EQA monitoring is included as part of the candidate registration fee normally up to a maximum of four monitoring activities p.a. Charges may be made for additional monitoring activities and/or support visits, including reimbursement of travel expenses, that are necessary to manage risk, support the centre and/or at the centre's request.

Full details relating to external quality assurance visits can be found in Section 8 of *the ECITB Centre Assessment Standards Scrutiny and EQA Strategy*.

### ***Centre Support Events***

The ECITB Awarding Organisation normally host annual Approved Centre support events. Attendance at these meetings is normally mandatory and considered to be an integral and essential part of the external quality assurance process.

The purpose of these meetings is to provide an opportunity to exchange information and to update centres on any changes to the ECITB qualifications and systems.

Approved Centres are required to ensure that these events are attended by the appropriate members of staff, including the Centre Coordinator and Lead IQA.

The Approved Centre Coordinator is responsible for ensuring that information from the centre support event is passed to the relevant staff members, and any additional training as a result of the standardisation is undertaken with relevant members of the Approved Centre team.

### *Service Bulletins*

The ECITB Awarding Organisation sends regular Service Bulletins to the Approved Centre Coordinator and second named point of contact containing key updates on standards, quality assurance and qualification information. It is the responsibility of the Approved Centre Coordinator to ensure that the Service Bulletins are circulated to the relevant members of staff.

## **Additional Qualification Approvals**

All applications for additional approval must be submitted to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk).

### *Additional Scheme Approval Request*

Any Approved Centre wishing to extend its existing approval for additional qualifications and/or pathways must complete the *VQ001c form 'Additional Scheme Approval Request Form'*. Applications must clearly indicate on the form if the Approved Centre has been refused Approved Centre status or have any tariffs or sanctions currently placed on them.

The focus of the Awarding Organisation in considering the application must be on whether the centre can comply with the qualification specific requirements and, in particular, the competence and occupational experience of assessors and internal quality assurers, together with the centre's ability to provide access to the required assessment opportunities for the candidates. A visit to the centre may be required to confirm a new approval; however where no visit is considered necessary the centre will be required to provide sufficient evidence to support its application. The records will be retained for audit purposes.

### *Approval for assessment in a simulated environment.*

Approved Centres should refer to 'VQ Simulation and Centre Devised Assessment Approval Policy and Procedure'. Where assessment is simulated, i.e. does not take place in the candidate's work-place and/or for technician qualifications using a real work-based project or task, unless stated otherwise in the qualification assessment strategy, all Approved Centres must seek approval for assessment by simulation – see section 8.2 for approval process.

### *Third Party Approval Policy and Procedure*

An Approved Centre who wishes to work in partnership with a third party for any aspect involved in the marketing, delivery and/or assessment of ECITB qualifications must gain written approval from the ECITB Awarding Organisation **prior to the delivery and/or assessment.**

Third party approval is not required for a Centre that operates in multiple locations all under the same ownership and management and there is a separate approval process that Approved Centres should use for the approval of directly contracted or employed staff.

The ECITB Awarding Organisation will provide advice and guidance to Approved Centres on request with the aim of ensuring that any arrangement with a third party organisation enables ECITB Awarding Organisation and the Approved Centre to meet their regulatory requirements

Further information on Approved Centre responsibilities and approval can be found in *ECITB Awarding Organisation Approved Centre Third Party Approval Policy and Procedure*.

### ***Approval for Assessing Overseas Candidates***

Any Approved Centre wishing to assess candidates overseas or candidates who are based overseas must seek approval in advance by completing *VQ001e International Delivery Approval Form RV 1-0*.

The focus of the Awarding Organisation in considering these applications must be on whether the centre can comply with the qualification specific requirements and has the appropriate resources and internal quality assurance arrangements in place to ensure all ECITB Awarding Organisation requirements can be met, including authentication and record keeping. A visit to the Approved Centre may be required to confirm approval; however where no visit is considered necessary the centre will be required to provide sufficient evidence to support its applications

### ***Use of E-Portfolio or Electronic Submission***

Details of approval process are provided in section 8.1

## **Approved Centre Withdrawal**

Approved Centres should refer to the *ECITB Awarding Organisation Withdrawal Policy and Procedure* that outlines the arrangements to be followed in the event of:

- An Approved Centre no longer wishing to deliver one or more of ECITB qualifications.
- An Approved Centre surrender of approval status.
- Withdrawal of an Approved Centre's approval to deliver one or more of ECITB qualifications.
- Withdrawal of an Approved Centre's approval status.

*ECITB Awarding Organisation Withdrawal Policy and Procedure* is designed to protect the interests of candidates and provide guidance and clarity to Approved Centres, it is the responsibility of the Approved Centre to ensure that staff and candidates are aware of the contents of this policy.

The ECITB Awarding Organisation reserves the right to review and remove Approved Centre status if a centre remains inactive, i.e. has no new candidate registrations for more than 18 months. All Approved Centres are subject to external quality assurance monitoring



regardless of whether they have registered candidates.

Please note: Whilst the ECITB Awarding Organisation have a regulatory responsibility to protect the interests of candidates, candidates are recruited and contracted directly with the Approved Centre and not with ECITB and therefore any fees candidates may have paid upon enrolment were paid to the Approved Centre and not to ECITB and as such ECITB are not liable for refunding any fees. Registration fees paid to ECITB by the centre are not refundable.

## **Review Arrangements**

This policy and its associated procedures will be reviewed and revised, as and when necessary, as part of continuous improvement arrangements and/or in response to customer, candidate or regulatory feedback (e.g. to align with any enquiries, processes established or revised by the regulators) and/or in response to any trends that may emerge in the subject matter of enquiries received.

## **Contact Details**

If you have any queries, please contact:

The Awarding Organisation  
Engineering Construction Industry Training Board  
Office F15, Kings House Business Centre, Home Park Estate  
Station Road, Kings Langley, WD4 8LZ

Telephone: 01923 260 000

Email: [Qualifications@ecitb.org.uk](mailto:Qualifications@ecitb.org.uk)

Website: [www.ecitb.org.uk](http://www.ecitb.org.uk)

## Appendix A: ECITB Membership Services Portal User Guides for Approved Centre Staff

Guide Title	Purpose
VQ Register a Candidate on a VQ Qualification	For Centre Coordinators and/or Administrators to be able to register candidates and de-register candidates
Account Activation Guide	Assist Approved Centre staff with logging into the MSP
View Learner Records	For Approved Centres to be able to view a candidate's full record.
VQ Candidate Progress Record RV1-0 June2020	For Approved Centre Assessors and IQA's to record on MSP completed units as achieved.
Personal Details – Approved Centre/Provider Staff	For Centre Staff to review their personal and centre information held on MSP, including roles and permissions.
VQ Apply for a VQ Unit or Qualification Certificate	Instructions on how to make claims for certification via the MSP.
VQ Examiners Online Course	Power-point presentation that Approved Centres can use for VQ Examiner Training
VQ Examiners Guide	Instructions for Examiners operating AO Skills and Knowledge Tests
VQ Test Centre Guide	Guide for Approved Centre Test Administrators and Invigilators and Examiners.
VQ Technical Test Catalogue	A catalogue of ECITB devised Knowledge and Skills tests for VQ qualifications



## Appendix B: ECITB Membership Services Portal User Guides For Candidates

Guide Title	Purpose
VQ Candidate Guide: MSP Account Activation and User Guide	For ECITB candidates to enable them to access their MSP record, view and amend personal details and view achievements. Note: this guide should be given to candidates at induction.
Candidate Guide to Knowledge Test	Generic Guide for Candidates to be able to administer ECITB Knowledge Tests via the MSP. Note: to be issued to candidates by invigilators

## Appendix C: Guides for Approved Centre Staff available from EQA

Guide Title	Purpose
RQF Assessment Guidance Manual	To provide Approved Centre Assessors and Internal Quality Assurers (IQA's) with assessment guidance for ECITB qualifications, denoted (RQF), regulated by Ofqual and Qualifications Wales.
VQ Simulation and Centre Devised Assessment Approval Policy and Procedure	To be used by Approved Centres who wish have approval to assess ECITB qualifications outside of the work-place/simulation using either ECITB Devised Skills Assessment Tests or Centre Devised tests
ECITB Remote Assessment Presentation	Power-point and audio presentation available for centres approved to offer remote assessment. Copy must be requested from EQA
VQ Candidate Guide to Remote Knowledge Tests	To be given to candidate in advance of remote assessment
VQ Candidate Guide to Remote Skills Assessment	To be given to candidate in advance of remote assessment
VQ MSP Remote Invigilation of Knowledge Test Guide RV1-0	Instructions on how to administer ECITB knowledge tests remotely using the ECITB MSP.
VQ Remote Assessment Guide RV1-0	For Approved Centre staff involved in administering remote assessment

## Appendix D: Forms for Approved Centres

Form Title/No.	Purpose	Available from <small>Note: MSP Forms are found under 'Documents' tab</small>
VQ001c	VQ Additional Scheme Approval	Request from EQA
VQ002	Approved Centre Staff Approval Form	Download from MSP
VQ005	E-Portfolio Approval Form	Download from MSP
VQ006	Simulation and Centre Devised Assessment Approval Form	Download from MSP
VQ007	Centre Staff De-registration form used to deregister staff no longer involved in the delivery/assessment of ECITB qualifications	Download from MSP
VQ008	Withdrawal of Approval Form	Download from MSP
VQ009	Centre Recognition Update (Note: request from EQA)	Request from EQA
VQ011	Reasonable Adjustment Request Form	Download from MSP
VQ012	Special Consideration Request Form	Download from MSP
VQ050	VQ Knowledge Testing – Invigilator Checklist	Download from MSP
VQ051	VQ Candidate Knowledge Test Instructions	Download from MSP
VQ052	Remote Knowledge Tests - Invigilator Checklist for Approved Centres who are approved for remote invigilation of knowledge tests. Note: request from EQA	Request from EQA
Knowledge Test Referral Sheet,	For use by Invigilators to report invigilation of Knowledge Tests, including raising any issues such as extenuating circumstances	Download from MSP

VQ055 Candidate Welcome Letter	To be downloaded from Candidate Record on registration and given to candidate at induction.	Download from Candidate Record on MSP during registration process
ECITB Privacy Notice Data Consent Form	This form must be completed by candidates during the registration process, the MSP has a tick box to confirm this has been done. A copy of the form should be printed, signed by candidate and retained on candidate records as evidence of consent.	Download from MSP
Objection to Data Disclosure Form	This form must be completed and signed by candidates and uploaded to the MSP during the registration process if the candidate does not wish his data to be shared.	Download from MSP
Acceptance of ECITB Data Privacy Notice	This form is for completion by candidates who have previously objected to data sharing and now wish to allow data sharing with third parties. A copy should be emailed to <a href="mailto:qualifications@ecitb.org.uk">qualifications@ecitb.org.uk</a>	Download from MSP
Candidate Assessment Record	The CAR will be pre-populated with the details of the candidate, the qualification against which they are registered and the units of assessment required for that qualification	Download from Candidate Record on MSP once registered.
Knowledge Test Feedback Sheet	To provide feedback for assessors and candidates identifying assessment criteria that have been achieved or not achieved during that test.	Downloaded at the end of a VQ Knowledge Test
Sampling Plan Template Formative and Summative Monitoring Reports	Template documents made available to Approved Centres to support internal assessment in line with ECITB Awarding Organisation requirements	Download from MSP

## Appendix E: ECITB Awarding Body Policies and Procedures

Note: Copies of the following policies and procedures can be downloaded from:

[www.ecitb.org.uk/the-ecitb-awarding-organisation/](http://www.ecitb.org.uk/the-ecitb-awarding-organisation/)

- Appeals Policy and Procedure
- Approval Procedure for VQ Approved Centre Status
- Approved Centre Third Party Approval Policy and Procedure
- Centre Assessment Scrutiny and External Quality Assurance Strategy
- Complaints Policy and Procedure
- Conflict of Interest Policy and Procedure
- Equal Opportunities Policy
- Invoicing Policy and Procedure
- Malpractice, Maladministration and Whistleblowing Policy and Procedure
- Management of Incidents Policy and Procedure
- Qualification Certification Policy and Procedure
- Reasonable Adjustment and Special Consideration Policy and Procedure
- Recognition of Prior Learning Policy and Procedure
- Record Keeping Policy and Procedure
- Restrictions and Sanctions Policy and Procedure
- Using Electronic Portfolio Systems Approval Policy and Procedure
- Withdrawal Policy and Procedure
- Awarding Organisation Fees & Charges

Document Amendment Tracker	
Date	Amendment
RV1-0 Released September 2020	This document replaces: <ul style="list-style-type: none"> <li>• Code of Practice</li> <li>• Golden Rules</li> <li>• Assessment Team Member Qualification and Registration</li> <li>• Post Approval Monitoring Procedure.</li> <li>• Registration procedure for Candidates</li> </ul>
RV2-0	Update and removal of QCF and accessibility friendly format
RV2-1	References to SCQF denoted qualifications replaced with SQA Accredited qualifications
RV2-2	ECITB address updated