ARC Training Services Qualification Process

Organisation or individual approaches ATS for a qualification

Organisation or individual approaches DO for a qualification

Contact ARC to organise

- Qualification Administrator to reply to initial enquiry, discussing with Centre Manager if needed.
- Agree price depending on organisation / individual needs re. assessment, internal quality assurance, visits, etc. based on current price list, (members or non-members).
- Send forms or signpost to website, to complete and return Q1a, Q1b, Q13, Q14 plus Q1 and skills scan (if applicable)
- Send confirmation of prices given, reflecting agreements made.
- If no **Service Level Agreement** in place, go through **SLA,** send copies to relevant person in the organisation to sign.

On receipt of registration forms:

- Check all data submitted on forms
- Allocate correct qualification code
- Contact organisation with any queries (if applicable)
- Identify:
  - Primary Assessor
  - Countersigning Assessor (if applicable)
  - Internal Quality Assurer
  - Countersigning Internal Quality Assurer(if applicable)
- Give details to Finance for invoicing
- All forms approved by Centre Manager

Once invoice has been paid:

- Register learner with the awarding Organisation.
- Enter all details onto ARC database.
- Set up Learning Assistant portfolio for learners.
- Make up learner information required and send to learner & assessor / send LA welcome letter and login details to learner, Including useful LA videos and guidance packs CC Organisation if applicable.

On receipt of learner information:

- Admin to enter learner / assessor/ IQA information on records.
- Internal Quality Assurer to enter learner/assessor informationon their records.
- Enter on and complete sampling plan - diarise sampling.
- IQA sends a copy of sampling plan to the Centre / available on LA

Following First Portfolio Sampling process U.L.N. registration if Learner does not have an existing ULN

At 5 months ensure all portfolios have been Sampled. If not, advise Centre Manager, then follow up with appropriate IQA and/or organisations contact, cc Assessors. Update database.

At 7 months if portfolio still not sampled advise Centre Manager.Contact the IQA to arrange sampling, cc Assessors and Learners if appropriate.

Internal Quality Assurer

Sample portfolio at 4 - 6 monthly intervals. Follow using SLA if necessary. Follow procedure using Centre Sampling Strategy.

At 10 months any unsampled or no work in portfolios, discuss with Centre Manager.
Learners may be classed as 'inactive'
Communications to be made with learners informing them that they will be made inactive if their do not respond within 2 weeks.
c.c. Training Managers, IQAs and Assessors. Update database.

At Target Completion Date (6 to 24 months - depending on qualification) if portfolios have not been certificated send out correspondents to learner, c.c. Training Managers, IQAs and Assessors requesting status update and completion dates.
Update database/LA.

6 months prior to registration expiring, send out a standard '6 month left' communication with offer of help and action plan for learners to complete. Copy of correspondence to IQAs and Assessors. Update database.

Qualification complete. Assessor sends to IQA and updates records / submits via LA.

IQA informs the Centre that the qualification is completed, so final checks can be completed and the qualification sign off by the Centre manager.

On receipt of completed portfolio notification,

- Check IQA/DO has been completed with final sample and signed qualification off, if not discuss with Centre Manager.
- Check portfolios for all signatures and relevant documents / declarations.
- Check units achieved against records held on database/LA/Walled Gardens
- Claim Qualification
- Update database and add electronic certificates to LA.
- Send learner's hard copy of certificate to given address / organisation's contact request
- Email recipient of dispatch
- Email learner, on how to download a copy Portfolio including a links, File marked as complete, stored on system ready for next EQA visit

Following EQA visit

- Database updated.
- Learner records archived.
- Outcome of visit disseminated to Assessors & IQAs as appropriate.