



A Guide to the Approval Process

This guide sets out the stages of applying for approval as a SFEDI Awards centre or IOEE Academy and the information you will be required to share during the application process

Introduction

We are delighted that you have chosen to work with us to promote enterprise and business support knowledge and skills development throughout the UK and internationally.

We would like to process your application as quickly as possible so it is important that all information requested within the online form is completed accurately and fully.

If you would like to discuss your application or would like support then please contact us on 0845 224 5928 or at customerservices@sfediawards.com.

The Application Process

Joining the approved delivery network is a simple 5 step process:

STEP 1

Complete the online centre application form and submit with the requested documents

STEP 2

Your completed application will be passed to a member of our Approval Team who will carry out a desktop evaluation to review the supporting documentation and request further information where needed

STEP 3

We will contact you to arrange an onsite approval visit, if required, to complete the application process with you

STEP 4

Feedback will be provided from the approval process either awarding full approved centre status to your organisation or providing an action plan for requirements to be met prior to approved centre status being awarded

STEP 5

When full approval has been achieved, we will provide access to a host of resources including support when registering your learners and delivering the qualifications

Completing the Online Application

Completing the online form is straight forward and split into nine sections:

- Application type
- Organisation details
- Key staff member details
- Qualification/unit details and/or recognised programme details
- Quality assurance staff details
- Assessment staff details
- Centre approval criteria
- VAT exemption
- Declaration and submission

This guide aims to support you through completing the different sections of the application form but our Customer Service team are happy to answer any questions and provide support to you at all stages.

The form also has a handy Save and Continue Later function allowing you to email a weblink to yourself and return later.

Please note that the form must be completed within 30 days otherwise the Save and Continue Later weblink will time out.

So now you know the process what do you need to do to join the delivery network, let's look at the different sections in more detail.

Application Type

You can choose to apply to join either the SFEDI Awards centre network or the IOEE Academy network through our partners, the Institute of Enterprise and Entrepreneurs. Dependent on the type of programmes and products you intend to offer will depend on which option is best for you.

As a SFEDI Awards centre you can offer a wide range of qualifications regulated by Ofqual, SQA Accreditation or Qualifications Wales supporting your learners to develop their knowledge and skills in enterprise and business support.

As an IOEE academy you can offer a combination of SFEDI Awards qualifications, IOEE professional qualifications or gain recognition for your own in-house training programmes.

Whichever option you opt for, SFEDI Awards will provide the ongoing quality assurance for your offering and support to ensure that you are able to deliver your learning programmes in the best way possible to meet the needs of your organisation and learners.

The first choice within this section asks you to select whether you wish to apply to become a SFEDI Awards centre or an IOEE academy. If you choose to apply to be an IOEE academy you will be asked to select whether you wish to deliver:

- SFEDI Awards qualifications, and/or
- IOEE professional qualifications, and/or
- IOEE recognised programmes

if you require a Purchase Order number for your invoices please select Yes and enter the number or select No and click the Next button.

Organisation Details

In this section, we require details of your organisation including:

- Organisation name
- Address
- Contact phone number
- Company email address
- Website address
- A description of your organisation
- Your main source of finance
- Breakdown of your current customer groups
- Details of any other approvals you hold, eg. ISO 9001, ISO 31000, matrix, IIP

Key Staff Member Details

For approved organisation we require contact details for the main personnel who will be involved in the management of the provision. In this section, you will be asked for the contact details for the following people:

- **Single Named Point of Accountability** – main point of contact between SFEDI Awards and the centre. This is the person who will receive all communication from SFEDI Awards and can request any updates to centre information or submit applications for additional qualifications or units to be added to the centre
- **Registration and certification main contact** – main point of contact for the centre who controls the registrations and certification claims
- **Finance main contact** – main point of contact for the centre who has overall responsibility for dealing with payment of invoices and/or dealing with any issues with payments

For each of the key staff members you will be asked whether they require access to Registr8, our registration and certification system.

We suggest that the three-people listed within this section have access so they can run reports and check on the registrations and certifications that have been processed on the system in case of discrepancies.

By providing email addresses the three-people listed will also be added to our e-newsletter distribution list.

Qualifications/Units for Application (only if selected to deliver SFEDI Awards qualifications and/or IOEE professional qualifications)

In this section, you will be asked for the qualification or unit name and reference number, all of which can be found in the relevant qualification specifications on the SFEDI Awards website for SFEDI Awards qualifications or the IOEE website for IOEE professional qualifications.

As well as the details of the qualifications/units you wish to be approved to deliver you will also be asked for an overview of how you intend to;

- Induct learners to the qualification/unit
- Assess the qualification/unit
- Quality assure the qualification/unit
- Meet the Guided Learning Hour and Total Qualification Time requirements

IOEE Recognised Programmes (only if selected to deliver IOEE recognised programmes)

IOEE recognised programmes provide recognition and certification for bespoke programmes of learning that you have designed and provide exclusively to your learners.

For a programme to be recognised by the IOEE we require certain pieces of information so that we can map its content against the IOEE National Enterprise Standards.

Within this section, you will be required to upload:

- An overview of the main objectives of the programme
- A description of the target audience
- A list of the subjects covered
- Examples of learning materials used
- Any forms of assessment that learners will undertake to demonstrate their knowledge and/or skills development

You will also be required to indicate the title of the programme as you would like it to appear on a learner's certificate so that this can be considered at the same time as the approval process.

Once submitted a member of the approvals team will conduct a review of the information and request further details if required to support the mapping exercise.

Quality Assurance Staff

To be approved you must have in place quality assurance personnel who will take responsibility for the oversight of the delivery of the qualification/unit.

In this section, you will be asked to enter the details of the staff member(s) you wish to carry out the role. You can enter the details of up to five members of staff as part of your application.

If you require more people to be added then please speak with a member of the Customer Service Team who will provide a link to an additional application section where you will be able to input their details.

As part of the application you will also need to upload a copy of an up-to-date CV and copies of quality assurance qualification certificates, if applicable, for each of the staff members you list.

For each of the quality assurance personnel you will be asked whether they require access to the Registr8 system.

If your key members of staff, as indicated earlier in your application, are in regular contact with the quality assurance personnel, or are indeed one of the quality assurance personnel, we suggest keeping the number of staff members who have access to the system to a minimum to help control who can register learners and claim for certificates.

If it would benefit the efficiency of how you run the qualification/unit to provide access to your quality assurance personnel then please feel free to do so.

Assessment Staff

To be approved you must have in place assessment personnel who will take responsibility for the training of learners and assessment of evidence against the qualification/unit requirements.

In this section, you will be asked to enter the details of the staff member(s) you wish to carry out the role. You can enter the details of up to five members of staff as part of your application.

If you require more people to be added then please speak with a member of the Customer Service Team who will provide a link to an additional application section where you will be able to input their details.

As part of the application you will also need to upload a copy of an up-to-date CV and copies of assessment qualification certificates, if applicable, for each of the staff members you list.

For each of the assessment personnel you will be asked whether they require access to the Registr8 system.

We would suggest that assessment personnel would not normally require access although, if it would benefit the efficiency of how you run the qualification/unit to provide access to your assessment personnel, then please feel free to do so.

Approval Criteria (if applied to deliver SFEDI Awards qualifications and/or IOEE professional qualifications)

In this section, you will be asked to state whether you fully or partially meet the nine principles that we use to approve organisation's wishing to work with us.

If you indicate that you partially meet one of the principles you will be asked to describe which sections you do not feel you currently meet.

Principle 1

Centres have appropriate operating procedures to ensure they are sustainable and able to respond to market needs and changes and has;

- a business plan to aid sustainability and growth
- use of financial management systems that enables the organisation to make timely payment of invoices
- identified and responded to changes in the market, eg. funding, legislation, competitor activity
- clear managerial and staffing structures and lines of communication between all levels of management and staff
- clear aims and policies for the operation of the organisation which are understood by the delivery and quality assurance staff and supported by senior management
- a staff development programme, linked to a staff performance management system, that is established for the assessment and quality assurance team in line with identified needs

- arrangements to ensure that it retains at all times a workforce of appropriate size and competence for the delivery of its products and services including the qualification(s) applied for in this application form
- actively promoted and abided by an equal opportunities strategy for staff members that meets local statutory requirements
- collected and used feedback from learners, staff and stakeholders and use this to enhance the services offered within a continuous improvement cycle

Principle 2

Centres have fit for purpose training facilities and high quality training materials to support the delivery of qualifications and has;

- training areas that are in a good state of repair and clean
- an adequate number of training rooms of appropriate size to provide for the size of cohorts anticipated for the qualification(s) applied for in this application
- up to date ICT facilities with appropriate internet access to allow for the delivery of the qualification(s) applied for in this application
- delivery locations that satisfy local statutory health, safety and fire regulations
- the necessary training, assessment and quality assurance resources to deliver the programmes effectively

Principle 3

Centres uphold data protection requirements to protect learner information and has;

- registered with the Information Commissioner's Office or, where not in place, has assessed whether there is a requirement for the organisation to do so
- the ability to collect and hold learner personal data in accordance with data protection legislation, including the Data Protection Act 1998 and such records are held with the explicit consent of the learner
- arrangements for the receipt and secure storage of assessment materials, coursework and other learner work as well as learner certificates

Principle 4

Centres register learners for qualifications and claim for certification timely so as not to disadvantage the learner and has;

- appropriate arrangements to allow for the accurate registration and certification of learners within the 4-week rule and they are shared and understood by all team members within all delivery locations
- a point of contact for the registration and certification of learners
- arrangements in place to obtain, on behalf of the learner, a Unique Learner Number to be provided to SFEDI Awards as part of the registration process as required by public funding bodies

Principle 5

Centres market and promote qualifications appropriately to learners and the marketplace and has;

- a marketing and promotional plan to aid the recruitment of learners to the qualification(s) applied for in this application
- arrangements in place to ensure they can meet the requirements of the SFEDI Awards Qualification Titling in Marketing and Logo Usage policy

Principle 6

Centre's demonstrate a belief in the safety and welfare of their learners and has;

- the following in place where required:
 - Child protection policy (under 16s)
 - Staff list recording DBS Standard, Enhanced, Enhanced with list checks (under 18s and vulnerable adults)
- processes in place where DBS checks are not required to ensure that the staff employed are always suitable to be engaged in their role within a training environment
- made provision for learners with special requirements:
 - Learning needs
 - Medical needs
 - Physical needs
- wheelchair access to all essential parts of the premises
- a disability strategy in place
- systems to help provide the opportunity for learners to declare special learning, medical or physical needs or the option not to declare
- in place and actively promotes an equal opportunities strategy for learners that meets local statutory requirements

Principle 7

Centres provide accurate information to learners so they are aware of their rights and responsibilities throughout the learning experience and has;

- systems to help provide clear information, advice and guidance about programmes, procedures and practices to learners and potential learners
- information supplied to learners including:
 - Course description
 - Assessment requirements
 - Quality assurance requirements
 - Timebound appeals strategy
 - Timebound complaints strategy
 - Whistleblowing strategy
 - Document retention requirements
 - Reasonable adjustments and special considerations strategy
 - Information regarding the Awarding Organisation
 - Information regarding the Regulator
- information supplied to staff including:
 - Strategy for the conduct of assessments
 - Strategy for the conduct of quality assurance
 - Timebound appeals strategy
 - Timebound complaints strategy
 - Whistleblowing strategy
 - Document retention requirements
 - Information regarding the Awarding Organisation
 - Information regarding the Regulator
- Systems to help provide information as to potential progression routes that learners could take advantage of on the achievement of their qualification

Principle 8

Centres provide high quality and varied assessment opportunities to appropriately meet the needs of learners and has;

- the ability to make available unit certification as well as qualification certification
- resources and systems necessary to support the assessment of units and the award, accumulation and transfer of credits and, where necessary, the recording of exemptions
- the ability to encourage access to assessment through the use of a range of valid assessment methods
- the ability to identify particular assessment requirements of learners and meet them where possible
- the systems to provide assessment personnel with sufficient time, resources and authority to perform their duties in a manner appropriate to ensure the continued validity and safety of qualifications
- in place a mechanism to allow learners to review their progress and continuously plan for the next steps to be taken in order to aid the achievement of a unit or qualification

- in place a conflict of interest strategy that details all steps to be taken to ensure that any part of the assessment of a learner is not undertaken by any person who has a personal interest in the result of the assessment
- a retention strategy for assessment materials, coursework and other learner work as well as assessment documentation

Principle 9

Centres maintain quality assurance practices to maintain the safety, integrity and reputation of the qualification framework and has;

- in place an appropriate strategy to detect and deal with instances of maladministration and malpractice
- in place an appropriate strategy to notify SFEDI Awards of unforeseen events that may have caused or have the potential to cause an adverse effect in the delivery and/or safety of a qualification
- the systems to provide quality assurance personnel have sufficient time, resources and authority to perform their duties in an independent manner to ensure the continued assurance of the delivery of qualifications
- a sampling strategy to aid the continued assurance of the delivery of qualifications
- an observation strategy in order to ensure the continued quality of the delivery of qualifications
- an appropriate strategy in place to allow for standardisation activities to ensure consistency of delivery across the delivery and quality assurance teams
- effective communication between the assessment and quality assurance team and SFEDI Awards
- in place a conflict of interest strategy that details all steps to be taken to ensure that any part of the quality assurance of a learner is not undertaken by any person who has a personal interest in the result of the outcome
- in place a whistleblowing strategy that also clearly references the Awarding Organisation and appropriate qualification Regulator(s) for use by both staff and learners
- given an undertaking to allow access to all premises, records, resources and personnel involved in the delivery of qualifications at the request of SFEDI Awards or the Regulator at any time in order to allow the completion of quality assurance processes

You can upload up to ten documents that help to support your claims and provide information as to how you implement the practices you have in place.

For example, an organisation applying for approval may upload copies of their learner induction paperwork, their quality assurance procedures, their business plan, etc.

Any additional evidence required will be requested as part of the desktop review.

Approval Criteria (if applied to deliver IOEE recognised programmes only)

In this section, you will be asked to state whether you fully or partially meet the four principles that we use to approve organisations wishing to work with us.

If you indicate that you partially meet one of the principles you will be asked to describe which sections you do not feel you currently meet.

Principle 1

Academies are resourced to offer programmes of enterprise learning and development and has;

- competent staff, including the delivery and quality assurance of programme delivery activities, and ensures that all staff engage in continuous enterprise development activities
- staff members who have sufficient physical resources to deliver the programme

Principle 2

Academies promote high quality enterprise learning and accreditation opportunities and has;

- the resources to promote learning, qualification and Institute membership opportunities to learners throughout the learning journey
- arrangements in place to ensure fair access to learning programmes
- systems in place which records learner progress and completion of learning as appropriate
- where appropriate, methods to encourage learners to review their progress and plan steps to aid the achievement of their learning programme
- systems in place to evaluate the effectiveness of the delivery of learning programmes which then feeds into a system of continuous improvement
- effective communication between the Academy and the Institute
- mechanisms to notify the Institute of any changes which may impact the Academy's ability to meet the approval criteria

Principle 3

Academies have robust systems and processes to ensure the highest level of quality assurance and has;

- systems and processes in place to ensure fair, reliable and consistent assessment and internal quality assurance
- processes to deal with possible appeals and/or complaints from learners in relation to the delivery and achievement of the learning programme

Principle 4

Academies are competent to deliver bespoke enterprise and business support learning and/or accreditation programmes and has;

- methods to identify the intended audience for the learning programme and match the needs of the audience to ensure the delivery of the most appropriate learning programmes
- methods to identify the aims and objectives of the learning programme
- systems to provide a full programme outline containing:
 - total programme hours
 - training programme details with a sample of learning materials to be used
 - details of how the programme will be delivered
 - details of any appropriate assessment methods to be used and what is expected of the learner

VAT Exemption

Although the centre approval fee is not VAT exempt, for some organisation's they are able to claim VAT exemption for registration costs.

If your organisation is VAT exempt and does not need to pay VAT for registration costs please download the VAT Exemption Declaration, complete the sign off and re-upload within this section of the application form.

Declaration and Submission

In this section, you are signing the declaration prior to submission confirming that all information you have entered within the application form is true and accurate and that you have the authority to sign on behalf of your organisation.

Next Steps

Once you have submitted your application we will complete a desktop review of the information and one of our Quality Assurance team will be in touch to arrange for the approval visit to take place or to request further information or seek clarification if required.

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