

Reference Number: AQ_14

Centre Monitoring Policy

Revision History

Version	Last reviewed	Next review date	Policy Owner	Notes
AQ_14-a05	12 December 2019	30 June 2021	QAM	Updated by MB
AQ_14-a06	11 February 2021	30 June 2022	QAM	Modified by MB

Policy Statement

NCC Education will monitor the compliance of all Centres with our Centre Regulations as part of its regulatory compliance framework, and in accordance with Ofqual's¹ General Conditions of Recognition, Section C. We will monitor standards at Centres using the approach described in this document.

The Annual Monitoring Report

The Annual Monitoring Report consists of five sections.

- **Parts A & B** contain the information held in our systems about Centre and candidate performance. This will be presented to you by your Academic Development Manager alongside global performance statistics.
- **Part C** is completed by the Academic Development Manager to give feedback on academic performance at the Centre and raise any concerns. A risk rating is given for a number of areas by the ADM at the end of this section.
- **Part D** is completed by Centre to confirm ongoing compliance with NCC Education's Centre Regulations and provide any feedback on our products and services.
- **Part E** contains action plans for both the Centre and NCC Education, to be agreed upon by the Academic Development Manager and Centre.

All Centres must complete monitoring annually, regardless of whether they currently have active candidates registered to NCC Education qualifications. Where a Centre is considered inactive, they may instead complete an *Annual Monitoring Self-Declaration Form*, which allows a Centre to declare their ongoing compliance without going through the standard process. Inactive Centres will be contacted by their Business Development Manager regarding the annual completion of a self-declaration.

Where a Centre has been inactive for a period of time and then becomes active again by registering candidates for an assessment, NCC Education may deem it necessary for the Centre to undergo full monitoring or engage with training before delivering any assessments. This decision is made regardless of the Centre having completed annual self-declarations while inactive.

Overview of Annual Monitoring Process

When a Centre is due to undergo annual monitoring, the Academic Development Manager will send them a report with Parts A, B and C completed. Where a Centre visit is taking place, this documentation will be sent prior to the visit date, however Centre Monitoring can also be carried out remotely. If monitoring is carried out remotely, your Academic Development Manager will contact you to arrange an online meeting.

Once the Centre receives the first parts of their report, they should complete Part D and return this to their Academic Development Manager. Where a visit is taking place the report may be returned and discussed in person.

Where areas for improvement are identified during the monitoring process, these will be added to the action plan in Part E. Completing these actions are a condition of a Centre's ongoing accreditation with NCC Education, and failure to comply with actions set out by your Academic

¹ The Office of Qualifications and Examinations Regulation (Ofqual) is a UK government department that regulates qualifications, exams and tests in England.

Development Manager may result in your accreditation being suspended and your annual accreditation certificate withheld.

You will receive a final completed copy of your Report once the action plans have been confirmed.

How to complete you part of the Annual Monitoring Report

Part D of the monitoring report serves two functions; to allow NCC Education to confirm that Centres are complying with our Centre Regulations, and to offer Centres an opportunity to look back on the year which has passed and to feed back to NCC Education on any positive or negative aspects of the partnership experience for you and your students. We are always open to feedback and suggestions and we strongly encourage Centres to collect opinions from as many staff and students as possible.

Monitoring Visits

Not all Centres require annual Monitoring Visits, and Centre Monitoring may be conducted remotely. Where desk-based monitoring takes place, the Academic Development Manager will arrange an online meeting or phone call with the Centre in lieu of a visit to discuss any issues arising during completion of the monitoring report.

Where a visit takes place, these will normally be scheduled in advance by your Academic Development Manager, however NCC Education also reserves the right to make short-notice (three working days) and 'no-notice' inspection visits where the need arises.