

BIIAB Qualifications Ltd Direct Claim Status Policy

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Direct Claims Status Policy

Direct Claims Status (DCS) is the ability to claim certification without an EQA visit taking place, the status is a privilege granted by BIIAB Qualifications Ltd to Centres which meet specific criteria. This policy sets out the criteria on which Centres may be granted DCS, the criteria on which DCS is maintained, the criteria on which DCS is withdrawn and on granting 'Fast Track' DCS.

Criteria for the Granting of DCS Post Centre Approval

DCS is granted by BIIAB Qualifications Ltd on the recommendation of our EQA staff who have visited centres to verify the validity of the internal assessment and quality assurance processes in BIIAB Qualifications Ltd Approved Centres.

- Approved Centres are **not** permitted either to apply for, or expect, DCS to be granted
- After BIIAB Qualifications Ltd has Approved Centres to offer a qualification, at least **two** satisfactory EQA visits, where **no** sanctions have been recommended, must have taken place before EQAs may recommend that DCS is granted
- At both visits, EQAs must confirm that systems and procedures, assessment/IQA processes, human and physical resources continue to meet BIIAB Qualifications Ltd approval criteria and assessment/IQA decisions are accurate
- All assessment strategies must have been met, staff professional and occupational competences meet the criteria for the delivery and assessment of a qualification and staff numbers are sufficient for the number of learners
- The Centre must agree in writing to retain all portfolios and learner assessment evidence for presentation at the next EQA visit
- Any previous action points have been completed and no new action points are given
- Sufficient numbers of learners have been put forward for certification by the Centre and the EQA has confirmed that certification may be granted

Criteria for the maintenance of DCS

Once you've achieved DCS you need to make sure that you continue to operate to the high standard that you already have in place. You must continue to have visits in line with BIIAB Qualifications Ltd quality assurance plan which dictates the number of allocated EQA visits each Centre should have. In addition to this, you must have at least one visit within 12 months of DCS being achieved/maintained meeting the following criteria which must be met in full since the last EQA visit:

- The Centre has retained all portfolios for the next EQA visit
- The Centre has presented all requested records and staff to EQAs
- The EQA has observed assessment taking place
- The EQA has interviewed the assessor carrying out the assessment
- The EQA has interviewed the learner being assessed
- All administrative procedures are adequate to support DCS, no false claims have been made or incorrect information given to BIIAB Qualifications Ltd
- Management structures and communication in the team still meets Centre Approval Criteria

An EQA will contact a Centre to arrange a visit but if a centre does not have a visit with 12 months of achieving DCS, DCS status will automatically lapse on the anniversary it was awarded. If DCS lapses, a Centre will be required to meet the DCS criteria again to regain it.

As part of BIIAB Qualifications Ltd business as usual monitoring activities we may request a small sample of learner work to be sampled following any certificate claim made by a Centre that has been awarded DCS at any time. This is so that BIIAB Qualifications Ltd can comply with regulatory requirements and ensure the integrity of the awards we make.

When we request a small remote sample of learner evidence, this exercise would be completed as soon as the claim has been made to ensure that we are able to keep within our normal timescales for claiming and despatching certificate claims. Should any issues be identified in the sample, the certificates would be held at BIIAB Qualifications Ltd and the EQA and/or BIIAB Qualifications Ltd would contact the Head of Centre to discuss the concerns.

Criteria for the withdrawal of DCS

*EQAs are **not** permitted to withdraw DCS; they can only recommend its withdrawal to BIIAB Qualifications Ltd who will make the final decision and notify the centre in writing.*

EQAs will recommend the withdrawal of DCS if:

- A sanction at Level 2 or above is being recommended by the EQA to BIIAB Qualifications Ltd
- Action points have not been implemented by the agreed date
- Assessment and/or IQA decisions are not valid
- There has been a change of IQA and/or the assessment team*
- The authenticity of claims is in doubt
- The centre is in breach of any of the Centre Approval Criteria
- Management structures/communication processes are not sufficient
- Administrative procedures are not sufficiently rigorous
- BIIAB Qualifications Ltd will confirm the withdrawal of DCS in writing to the Centre
- Depending on the severity of any sanction levelled against a Centre, BIIAB Qualifications Ltd reserves the right to conduct an investigatory visit by members of its Quality Assurance Team.

Where information from a range of internal and/or external sources raises concerns for example, complaints, suspensions or investigations or a Centre stops communicating with BIIAB Qualifications Ltd, this may lead us to review of your DCS approval. If this happens, a Centre's EQA would contact the Centre to discuss the concerns.

*All changes must be notified to BIIAB Qualifications Ltd as they happen and not retrospectively. If BIIAB Qualifications Ltd is not notified, additional withdrawal of DCS may be imposed to protect the interests of learners and the integrity of our qualifications. If a Centre does not have an IQA in place for whatever reason, a Level 3 sanction would be applied with immediate effect.

Fast Track Direct Claims Status

Centres can apply for Fast Track Direct Claims Status (DCS) under certain circumstances. The conditions which the centre needs to comply with are as follows:

- Confirmation letter or email from the AO clearly showing the AO's logo, the qualification name, and number, the centre name and number, the DCS and the date DCS was achieved/maintained, this date must be within the previous 12 months.
- EQA visit report from the AO clearly showing the AO's logo, the qualification name and number, the centre name and number, the DCS and the date DCS was achieved/maintained, this must be within the previous 12 months
- The EQA reports must demonstrate that the Centre is sanction and action free

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of BIIAB Qualifications Ltd, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of BIIAB Qualifications Ltd continuous improvement monitoring through its annual self-assessment arrangements.