

Centre Recognition Policy



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1. Purpose

- 1.1** The purpose of this policy is to ensure that all centres approved by BIIAB/SEG Awards have the capacity and capability to deliver, assess and quality assure qualifications in line with regulatory requirements, ensuring the integrity of assessment and the protection of learners.
- 1.2** This policy supports compliance with the General Conditions of Recognition set by Ofqual, including Condition C2 (Arrangements with Centres), and ensures the integrity of assessment and certification is maintained.
- 1.3** This policy supports BIIAB/SEG Awards in ensuring that arrangements with Centres are sufficient, enforceable, monitored and capable of enabling BIIAB/SEG Awards to comply with its Conditions of Recognition on an ongoing basis.

2. Scope

- 2.1** This policy applies to all organisations seeking approval or those approved to deliver BIIAB/SEG Awards qualifications, including all geographic areas.
- 2.2** This policy covers the full lifecycle of Centre Recognition, including:
 - Initial application and approval
 - Risk assessment and due diligence
 - Ongoing monitoring and external quality assurance
 - The application of sanctions
 - The withdrawal or relinquishment of Centre Recognition
- 2.3** Responsibility for the management and implementation of the Centre Recognition process rests with the Compliance and Regulation Team and is overseen by the Head of Quality and Regulation. All decisions relating to Centre Recognition, monitoring and withdrawal will be made in accordance with this policy and associated procedures.
- 2.4** This policy should be read in conjunction with the Centre Agreement, Qualification Approval requirements, published Centre guidance and any relevant operational procedures. Where requirements are set out in associated documents, Centres are required to comply with those requirements as a condition of ongoing recognition.



3. Centre Requirements

- 3.1** BIIAB/SEG Awards is required to ensure that learners entered for its assessments and examinations receive appropriate training, support and access to resources to give them the best opportunity to achieve.
- 3.2** Organisations must successfully complete the Centre Recognition process before they are permitted to deliver or assess regulated units, components or qualifications. Centres must not commence delivery until formal written approval has been granted.
- 3.3** Centre Recognition confirms that an organisation has met the requirements to deliver BIIAB/SEG Awards qualifications; it does not constitute endorsement of the organisation's wider activities or commercial standing.
- 3.4** Applications are welcomed from all organisations within the UK, regardless of type or size, provided they can demonstrate the capacity, capability and resources to deliver and assess qualifications in line with regulatory requirements.
- 3.5** Centre Recognition applies to the legal entity named in the approval and extends to all approved sites and locations. The recognised Centre retains full responsibility for all activities undertaken at these sites.
- 3.6** Centres may request that individual sites receive direct communication where appropriate governance and administrative arrangements are in place (e.g. designated examinations or quality assurance personnel).
- 3.7** Where a Centre intends to subcontract any part of the delivery, assessment or administration of qualifications, it must:
- Declare these arrangements as part of the approval process and secure written approval from BIIAB/SEG Awards.
 - Ensure formal agreements are in place to manage quality and risk.
 - Retain full accountability for the subcontracted provision.
 - Provide full details of subcontracted organisations, including staff and locations, for approval and registration.
 - Undertake appropriate due diligence on any subcontracted organisation before delivery commences.
 - Monitor subcontracted activity on an ongoing basis and retain evidence of this monitoring.
 - Ensure subcontracted organisations comply with all relevant BIIAB/SEG Awards requirements, including those relating to assessment, quality

assurance, malpractice, data protection, conflicts of interest, equality and learner support.

- Notify BIIAB/SEG Awards of any proposed change to subcontracting arrangements before the change takes effect.
- Cease subcontracted activity immediately where required by BIIAB/SEG Awards due to quality, compliance, regulatory or learner protection concerns.

3.8 Centres must demonstrate, both at the point of recognition and on an ongoing basis, that they:

- Have sufficient and competent staff.
- Maintain appropriate resources and facilities.
- Operate effective quality assurance and internal verification arrangements.
- Comply with all relevant BIIAB/SEG Awards policies and regulatory requirements.

3.9 Centres must provide BIIAB/SEG Awards, its representatives and, where applicable, regulators with reasonable access to premises, staff, learners, records, assessment evidence, internal quality assurance records, assessment materials, systems and any other documentation required for approval, monitoring, quality assurance, investigation or regulatory activity. This may include announced or unannounced activity, proportionate to the level of risk or concern identified.

3.10 Centre Recognition will be conducted in a manner that is risk-based, evidence-based, proportionate to the level of risk presented, consistent and transparent.

3.11 In order to maintain a high level of support to a centre throughout the period of recognition, all centres will be charged an annual fee, invoiced at the beginning of September each year. Centres approved in-year will not be invoiced until the following September.

4. Applying for Centre Recognition

4.1 Organisations seeking approval must:

- Review published guidance.
- Complete Centre Recognition (CR1) and Qualification Approval (CR2) application forms.
- Submit evidence demonstrating their ability to deliver and quality assure qualifications.

- 4.2** Evidence may be reviewed through documentation and/or quality assurance activity, including visits where required.
- 4.3** Approval decisions will be based on:
- The evidence provided
 - The outcome of due diligence checks
 - The level of risk associated with the Centre
- 4.4** Risk assessment will determine the level of scrutiny applied and whether additional activity (e.g. a visit) is required.
- 4.5** Centres with relevant experience and a proven track record may be eligible for a streamlined approval process.
- 4.6** Centres must demonstrate that they can meet all approval criteria at the point of application.
- 4.7** To be approved, applicants must demonstrate to the satisfaction of BIIAB/SEG Awards that they have:
- a) appropriate governance and management arrangements;
 - b) sufficient financial stability and legal standing;
 - c) competent staff with appropriate experience and qualifications;
 - d) effective internal quality assurance arrangements;
 - e) appropriate assessment, invigilation and examination arrangements, where applicable;
 - f) suitable premises, equipment, systems and learning resources;
 - g) secure arrangements for the storage, handling and transmission of assessment materials and learner evidence;
 - h) effective arrangements for learner registration, assessment records and certification claims;
 - i) appropriate policies and procedures to manage complaints, appeals, malpractice, maladministration, reasonable adjustments, special consideration, conflicts of interest, data protection, equality and health and safety;
 - j) arrangements to identify, manage and report risks, incidents and material changes;
 - k) capacity to comply with BIIAB/SEG Awards' policies, procedures and regulatory requirements.



- 4.8** Centre Recognition must be achieved before Qualification Approval is granted.
- 4.9** We reserve the right to decline an application for Centre Recognition without providing a rationale for the decision.

5. Centre Risk Categorisation

- 5.1** All Centres will be subject to a risk assessment to determine the level of due diligence and monitoring required. This will be completed by the Compliance and Regulation team and overseen by the Head of Quality and Regulation.
- 5.2** Risk assessment may consider, but is not limited to:
- a) the Centre's previous experience of delivering regulated qualifications;
 - b) previous or current approval with other awarding organisations;
 - c) previous external quality assurance, inspection or monitoring outcomes;
 - d) the type, level, risk and volume of qualifications proposed;
 - e) the assessment model, including whether assessments are externally set, internally assessed, remotely invigilated, high stakes or licence-linked;
 - f) the use of multiple sites, satellite sites, third parties or subcontractors;
 - g) staff experience, turnover and capacity;
 - h) financial stability and legal status;
 - i) previous sanctions, investigations, malpractice or maladministration concerns;
 - j) learner numbers and projected growth
 - k) any regulatory, reputational or operational concerns identified during due diligence.

5.3 Low Risk Centres

Typically, established organisations with a strong track record and positive external quality assurance outcomes. Approval may be granted following a desktop review.



5.4 Medium Risk Centres

Centres with some relevant experience but may be entering new areas of delivery, or new types of assessments. Approval may be granted subject to conditions and additional monitoring activity.

5.5 High Risk Centres

New or inexperienced Centres, Centres with limited evidence of effective quality assurance, Centres using significant subcontracted or multi-site delivery, Centres with previous sanctions or adverse quality assurance outcomes, or Centres delivering qualifications with higher assessment, regulatory, public safety or licence-to-practise risk. A Recognition visit will normally be required before approval, and additional approval conditions may be imposed.

5.6 Risk status is dynamic and may be reviewed and updated at any time based on new information or monitoring outcomes.

6. Due Diligence Checks and Records

6.1 Centres must meet the following minimum requirements to be considered for approval:

- Financial stability and legal status
- Robust business continuity and disaster recovery arrangements
- References from other Awarding Organisations (where applicable)
- Appropriately qualified and competent staff
- Effective quality assurance and internal verification arrangements
- Suitable resources and facilities
- Robust assessment security and secure storage arrangements
- Arrangements for the secure handling, retention and disposal of learner records and assessment evidence
- Arrangements for identifying, managing and reporting conflicts of interest
- Arrangements for reporting malpractice, maladministration, incidents and adverse events.
- Evidence or plans for ongoing staff training, standardisation and competence monitoring.
- Evidence of satisfactory inspection and quality assurance outcomes

- Robust self-assessment in place
- Relevant policies and procedures, including:
 - Internal Quality Assurance
 - Malpractice and Maladministration
 - Appeals
 - Complaints
 - Conflict of Interest
 - Equality and Diversity
 - Data Protection
 - Access to Assessment
 - Recruitment and Induction
 - Health and Safety
 - Learner Withdrawal
 - Internal Audit

7. Centre Recognition Visits

- 7.1** Centre Recognition Visits are required where a Centre has little or no experience of working with an Awarding Organisation, is deemed to be 'high risk' or where it is a requirement of the Regulator.
- 7.2** Fees for recognition visits are available on the website and are non-refundable. BIIAB/SEG Awards reserve the right to charge for any pre-arranged visit and/or activities that a Centre cancels without sufficient or reasonable notice, and the right to invoice and require payment of visit fees before the visit takes place.
- 7.3** All recognition visits will be conducted by an External Quality Assurer who will review the evidence supplied by the Centre in support of their application. Recognition and monitoring activity may be conducted in person, remotely or through a blended approach. BIIAB/SEG Awards reserves the right to undertake additional, targeted or unannounced activity where this is proportionate to the level of risk, the nature of the qualification, regulatory requirements or concerns identified.
- 7.4** Following a visit, the Centre will receive a written report and an action plan (if required). We reserve the right to withhold recognition until any actions have been completed.

8. Approval Decision

- 8.1** Following a review of all the evidence, the Compliance and Regulation team will notify the Centre of the approval decision and inform them of the next steps and post-approval requirements.

- 8.2** Approval may be granted, refused or granted subject to conditions. Conditions may include, but are not limited to, restrictions on qualification approval, learner registrations, delivery sites, subcontracting arrangements, assessment methods, certification claims or requirements for additional monitoring.
- 8.3** Approval decisions will be made by appropriately authorised staff and will be based on documented evidence, risk assessment outcomes and the Centre's ability to meet BIIAB/SEG Awards requirements. Individuals involved in the approval decision must declare any actual, potential or perceived conflict of interest.
- 8.4** Where a Centre is not successful in their application following a visit, the Centre will be informed of where they have not met the criteria, what is required to be successful in a future application, and their right to appeal.
- 8.5** All approval decisions will be documented and retained in line with BIIAB/SEG Awards record-keeping policy.

9. Recognition

- 9.1** Once a Centre has completed the recognition process, it will be required to sign a Centre Agreement.
- 9.2** The Agreement specifies the terms of approval and the joint commitment to the protection of products/qualification standards and the interests of the learner.
- 9.3** Centre Recognition will only be confirmed once this agreement has been signed and returned; confirmation of recognition is sent to the Centre.
- 9.4** Centres are required to:
- Ensure that they continue to adhere to the terms outlined in the Centre Agreement.
 - Notify BIIAB/SEG Awards within 2 working days, or sooner where urgent, of any material change that may affect the Centre's ability to comply with approval requirements or protect learners. This includes, but is not limited to, changes to contact details, delivery sites, ownership, governance, Head of Centre, key quality assurance personnel, assessors, invigilators, subcontracting arrangements, financial position, legal status, regulatory status, premises, resources, systems, data security, assessment arrangements or learner records.

- Notify BIIAB/SEG Awards without undue delay of any incident, investigation, data breach, suspected malpractice, maladministration, conflict of interest or other event that may affect assessment integrity, learner interests, public confidence or regulatory compliance.
- Nominate a designated Head of Centre, who is responsible for the ongoing quality assurance and adherence to the Centre Agreement. The Head of Centre is responsible for ensuring that Centre staff understand and comply with BIIAB/SEG Awards' requirements and that appropriate arrangements are in place for the secure, valid and reliable delivery, assessment and quality assurance of qualifications.
- Ensure that listed key contacts named on the approval documentation are responsible for the internal circulation of any information provided to relevant Centre personnel, whether it concerns amendments to policies and procedures, qualifications or our qualification offer, or events and training.

10 Centre Responsibilities

10.1 Approved Centres are required to maintain ongoing compliance with the requirements of Centre Recognition and Qualification Approval.

10.2 Centres must:

- a) maintain accurate, complete and up-to-date records relating to learners, staff, assessment, internal quality assurance, reasonable adjustments, special consideration, complaints, appeals, malpractice, conflicts of interest and certification claims;
- b) retain records for the period specified by BIIAB/SEG Awards and make them available upon request;
- c) ensure that staff involved in delivery, assessment, invigilation, administration and quality assurance are competent, trained and familiar with relevant BIIAB/SEG Awards requirements;
- d) ensure that assessment decisions are valid, reliable, fair and supported by appropriate evidence;
- e) maintain secure arrangements for assessment materials, learner evidence, assessment records, invigilation records and certification claims;

- f) prevent, identify, investigate and report suspected malpractice or maladministration in accordance with BIIAB/SEG Awards' requirements;
- g) identify, record, manage and report actual, potential or perceived conflicts of interest;
- h) ensure learners are informed of relevant policies, procedures, assessment requirements, complaints and appeals arrangements;
- i) maintain appropriate arrangements for reasonable adjustments, special consideration and access to assessment
- j) protect learner interests in the event of disruption, withdrawal, sanctions, loss of staff, site closure or other material change;
- k) cooperate fully with BIIAB/SEG Awards monitoring, quality assurance, audits and investigations.

11 Post approval monitoring

11.1 Post approval, Centres are subject to ongoing monitoring and review to ensure that they continue to adhere to BIIAB/SEG Awards requirements.

11.2 Monitoring may include but is not limited to:

- Review of learner registrations and certification claims;
- Review of complaints, appeals, malpractice or maladministration data;
- Review of reasonable adjustment and special consideration activity;
- Thematic reviews;
- Centre monitoring visits;
- Reviews of action plans, sanctions and previous quality assurance outcomes;
- Unannounced or targeted activity where proportionate;
- External quality assurance activity;
- Sampling of assessment and internal quality assurance records

11.3 New Centres will be subject to a probation period for the first two years following recognition. During this period, Centres may be subject to increased monitoring, enhanced EQA sampling, additional support activity and restrictions or conditions where appropriate. The Centre's risk rating, EQA outcomes, compliance with action plans, learner volumes, assessment performance and any incidents or concerns will be considered when determining whether the Centre may move out of probation.



11.4 The Centre's ability to adhere to the approval requirements will be monitored through ongoing Centre Monitoring and EQA activity as outlined within the EQA and Centre Monitoring policy. EQA sampling will regularly review whether the Centre continues to comply with the requirements relating to:

- Assessment;
- Quality Assurance and Internal Verification;
- Staff competence;
- Learner support;

11.5 The frequency of monitoring will be determined by the Centre and Qualification's risk rating.

12. Sanctions

12.1 Where a Centre fails to comply with BIIAB/SEG Awards policies or procedures, puts the integrity of our qualifications at risk and/or failed to support the achievement of learners, a sanction may be applied to the Centre.

12.2 Any actions resulting in suspension or withdrawal of Centre Recognition will impact on a Centre's eligibility to deliver BIIAB/SEG Awards qualifications and may impact the eligibility to deliver qualifications with other Awarding Organisations.

12.3 Where recognition is withdrawn or relinquished, BIIAB/SEG Awards, with the co-operation of the Centre under its obligations to its learners and the conditions of its Agreement with us:

- Endeavour to ensure the interests of all learners are protected
- Where required and where possible, identify alternative arrangements whereby learners may complete their qualifications.

12.4 Sanctions will be applied proportionately, based on the level of risk posed to learners and the integrity of the qualifications. These may include but are not limited to:

- Written warning;
- Action plan;
- Increased monitoring;
- Suspension of learner registrations;

- Suspension of assessment activity;
- Suspension of certification claims;
- Restriction or removal of qualification approval

13. Resources

13.1 Centres must demonstrate that they maintain:

- A workforce of appropriate size and competence to undertake the delivery, assessment, invigilation, administration and quality assurance;
- sufficient managerial capacity and authority to oversee the effective delivery of qualifications;
- Appropriate and sufficient physical, technical and digital resources to support delivery, assessment, quality assurance and secure record keeping;
- Effective communication with BIIAB/SEG Awards to ensure timely updates and compliance with quality assurance and monitoring requirements;
- Robust policies and procedures to support valid, reliable and fair assessment and quality assurance practices.

14. Equality Legislation and Access to Assessment

14.1 Centres are expected to undertake the delivery of all qualifications in accordance with applicable equality legislation and BIIAB/SEG Awards' requirements relating to access to assessment, reasonable adjustments and special consideration and to comply with the Equality, Diversity and Inclusion Policy.

15. Recognition Withdrawal or Relinquishment

15.1 Centres may relinquish their recognition but will remain bound by the terms of the Centre Agreement and their responsibilities to their learners. BIIAB/SEG Awards may require the Centre to submit a learner protection



plan before recognition is withdrawn or relinquished. This plan may include details of affected learners, qualification progress, assessment opportunities, certification claims, records transfer, communication arrangements and any alternative arrangements proposed.

15.2 Centres who decide to relinquish their Centre Recognition status must:

- Provide at least one month's notice in writing of their intention to relinquish.
- Put appropriate plans in place for learners to complete their qualifications and to allow claims for full or credit/unit certification to which learners may be entitled.
- Follow any guidelines provided by BIIAB/SEG Awards at the time to ensure learners are not disadvantaged throughout the process.
- Fulfil their liability for the full annual fee for the academic year in which they are seeking relinquishment, for the duration that they have continued access to our services and portfolio of products.

15.3 BIIAB/SEG Awards will withdraw Centre Recognition where:

- Centres do not enrol any learners during the first year following Centre recognition.
- An existing Centre has been inactive for a period of two years.
- A Level 5 Sanction has been imposed against the Centre.

15.4 In the instance of either a Centre withdrawal or relinquishment, Centres will be required to:

- Ensure all registered learners are permitted to complete their qualifications where possible.
- Provide BIIAB/SEG Awards with complete and accurate learner, assessment, internal quality assurance and certification records.
- Cooperate with any teach-out, transfer or alternative arrangements required to protect learner interests.
- Pay any outstanding debts.
- Remove references to their Recognition status across all media.
- Remove the Centre Recognition certificate from display.

15.5 Centres will be required to go through the Centre Recognition process again should they decide to offer BIIAB/SEG Awards qualifications in the future.



16. Monitoring and Review

16.1 BIIAB/SEG Awards will:

- Monitor the effectiveness of this policy through the quality assurance and monitoring processes.
- Use evidence from centre monitoring, EQA outcomes, sanctions, complaints, appeals, malpractice, maladministration, regulatory updates and learner protection activity to inform review of this policy.
- Review this policy on at least an annual basis, or sooner where required, to ensure continued compliance with regulatory requirements and sector best practice.
- Implement improvements where necessary.

17. Other relevant policies

17.1 The policies to be reviewed in conjunction with the Centre Recognition Policy include:

- Centre Agreement
- IQA policy
- EQA policy
- Centre Monitoring policy
- Malpractice and Maladministration policy
- Sanction policy
- Conflict of Interest policy
- Qualification Approval Policy
- Complaints Policy
- Appeals Policy