

The roles and responsibilities of centres

This document shows the roles and responsibilities of centres delivering Signature qualifications. Contents of this document and the **Terms and Conditions of Centre Approval** document meet the requirements of the [General Conditions of Recognition](#), as issued by the regulator of qualifications (Ofqual). **Please read these carefully before applying for centre approval.**

These conditions require all awarding bodies to have systems in place which comply with Ofqual requirements. Some of these will directly impact on centres.

The centre must take all reasonable steps to make sure that Signature is able to comply with the General Conditions of Recognition. Centres can do this by following the guidelines in this document and meet the requirements detailed in our Terms and Conditions.

Becoming an approved centre

Becoming an approved centre is the first step in delivering our qualifications. The process is completed on-line by visiting 'Centres, Delivering a Signature Course' on our website. Please read the **Roles and Responsibilities of Centres, the Terms and Conditions of Centre Approval and all specifications and regulations for the qualifications you wish to offer.**

Once you have decided which qualifications you would like to offer, you will need to provide us with some information about your centre. We need to gather some financial information on your centre, and the following policies will need to be uploaded to My Signature. **Each policy must be dated:**

POLICIES

- **Equal Opportunities Policy**

This must include how you treat all learners equally and allow access to all learners regardless of race, sex, gender etc. You must have a process in place that allows you to offer Reasonable Adjustments to learners who require it. Please date the policy.

- **Appeals Policy**

This needs to detail how you would deal with a candidate who isn't happy with the results they have received. You should include the time scales for responding to students and must show that you are aware of Signature's processes for investigating results and appealing against them. Please date the policy

- **Complaints Policy**

This needs to detail how you would deal with a candidate who isn't happy with the service you have provided as a centre. It must include the timescales for responding to the candidate, who will deal with it and the process followed if they are still unhappy once you have responded to them. Please date the policy.

- **Malpractice Policy**

This must include what you understand malpractice to be, how you would prevent it within your centre both for staff and students, and how you would report it to Signature. Please date the policy.

- **Health & Safety Policy**

This must include information on the centre being aware of current Health & Safety legislation and how it protects learners on their premises. Please date the policy.

- **Safeguarding Policy**

A policy which shows that you have processes in place in relation to filmed material to protect young children and vulnerable adults. Please date the policy.

- **Data Protection Policy**

This must include how you store the data of your learners and how you keep it safe. Please date the policy.

- **Withdrawal of Qualification Policy**

You must detail what you would do in the event that your centre closes. As a centre you must ensure that a candidate can complete the qualification they enrol for, and must have processes in place if you can no longer carry on as a centre. Please date the policy.

- **Teaching, Assessing and Internal Verification Staff Certificates**

You must provide all qualification certificates. If you are a first language BSL user then you just need to provide a statement that your first language is BSL.

- **Assessment Plans** (estimated dates when assessments will take place)
You must include estimated dates when you plan to hold assessments for the units you offer.
- **Estimated number of learners and class sizes**
You must include the number of learners you plan to enrol for each unit/qualification you offer. This is so we know you have the correct amount of teachers or the right amount of classes at your centres.
- A signed and dated copy of the Terms and Conditions of Centre Approval

You can view our [Terms and Conditions](#) on the website.

FINANCIAL INFORMATION

We need to check on the financial health of our centres. We need to know if a centre enrolls a learner for a unit or a qualification, that they have the finance to ensure the learner can complete that unit or qualification. Signature will either gather publically available financial accounts of centres or carry out credit checks if these are not available.

Once all of the documents are uploaded to My Signature they will be verified by a member of Signature staff, within 2 working days of you submitting your application. If we need any further information to be added we will contact you immediately, and ask you to upload it for us to verify.

We can support you with this and have the policy templates that you may wish to use in your centre. Please contact a member of the Customer Support Team if you need any assistance with policies.

You are required to meet those Terms and Conditions. If you have difficulty or questions about the Terms and Conditions please contact our Customer Support Team.

Once all documents are received and verified, you will be given initial approval status. We will then contact you to organise a visit to your centre where we will discuss various processes with you. The visit will take place as soon as we can arrange it but must be completed within 6 months of you being given initial approval status. Once

this visit has taken place, and we are happy with the processes you have, you will be given full approval status, for the remainder of the 12 months.

If you choose to hold assessments during the time that you have initial approval, we will need assurance from you that they have been carried out using our regulations. We will not issue certificates to centres with initial approval status. Certificates will be withheld until after an approval visit has taken place and full approval status has been given.

Summary of roles and responsibilities of centres

Accountability

For each approved qualification provided, centres must have a named point of contact. This means that when a candidate has a query regarding any aspect of a qualification, or when an awarding body needs to make contact with a centre, they can direct enquiries and correspondence to that responsible contact.

Centres must provide information for the following responsible contacts:

- **Centre Administrator**

Person responsible for accessing 'My Signature' account. This person will also receive all Signature correspondence (via email or post) and is responsible for distributing relevant updates to the responsible person(s) at the centre. They will receive assessment materials and will be responsible for ensuring they are kept secure prior and after assessments.

- **Quality Assurance Manager**

Person responsible for quality assurance processes including demonstrating evidence of RQF regulatory arrangements. They are responsible for ensuring that people at the centre appointed to co-ordinate or carry out assessment do so within our written regulations.

- **Account contact**

Person responsible for queries relating to finance and payments.

- **Marketing Manager**

Person responsible for your centre's marketing activities.

- **Curriculum Manager**

Person with overall responsibility for the organisation and delivery of the centre's curriculum.

- **Teachers**

We ask for teachers qualifications and their level of BSL

- **Teacher/Assessors for internally assessed units**

We ask for teacher/assessors qualifications and their level of BSL

We understand that one person may cover a number of roles.

Resources and systems

Centres must have adequate systems and resources in place to support the delivery of the qualifications. This will include staff, equipment, materials and software. They must make sure that their staff are competent and have access to appropriate training, guidance and support.

Centres are responsible for updating My Signature when staffing changes. Centres must ensure they retain a workforce of appropriate size and competence to undertake the delivery of the qualifications, ensuring that they have the capability and capacity to deliver the qualification to the expected number of learners. We recommend that a class size should be no more than 15 learners. So for example, if you have 30 learners you will need to run 2 classes or have 2 teachers. If you intend to increase your number of learners, then we need to know and you will need to add new teachers to My Signature and upload their qualification certificates for us to verify.

The resources and systems must support equal access for all candidates.

Support for qualifications

Centres may be asked to provide written support for Signature qualifications. This is so we can present this as evidence to Ofqual.

Registration of candidates

Centres must register candidates for assessment using the 'My Signature' and within the specified timescales.

Centres are encouraged to register candidates as early as possible.

Reasonable adjustments

Signature publishes in each of its qualification specifications a set of essential requirements needed to demonstrate the required skills in an assessment. A candidate **must** be able to demonstrate the skills required in an assessment.

Centres must carry out an initial assessment of candidates before starting the course so that any difficulties the candidate may have in accessing assessments can be identified.

Centres are required to inform Signature of all requests for reasonable adjustments via the Reasonable Adjustment Request Form. This should be submitted via 'My Signature' when registering candidates.

Reasonable Adjustments to Assessment Arrangements Policy is available on our website.

Special consideration

Special consideration may be given for candidates who were ill on the day of the assessment, injured or indisposed at the time of an assessment, or where performance was affected by unforeseen circumstances, e.g. serious disturbance during the assessment. Signature Special Consideration Policy is available our website.

Delivering assessments

Centres must ensure they fully understand the assessment specification and assessment regulations provided by Signature and that they comply with their provision. These may include information on the limits to assistance provided to candidates; the nature, type and recording of required evidence, how the assessment must take place and the internal moderation/verification requirements. Qualification specification and assessment regulations can be found on the Signature website.

Conflict of interest

Any conflict or potential conflict of interest must be declared to Signature.

Authenticating

Centres must take all necessary steps to make sure that work submitted is the candidate's own.

Monitoring

Centres must agree to provide Ofqual and Signature access to premises, people and records, and to cooperate with monitoring activities.

For a number of units, and particularly those that are internally assessed, Signature will externally moderate to ensure they have been assessed to the appropriate standard. Please refer to required moderation processes, qualifications specifications and regulations for details on moderation process for each unit.

Certificates

Centres must assist Signature in guarding against fraudulent or mistaken claims.

Appeals

It is important that all Signature centres understand the appeals procedure so that they can provide appropriate information and support to candidates who wish to appeal about their results. As part of the centre approval process, Signature asks that centres have an appeal policy for handling disputes, such as appeals from candidates against the centre's own internal assessment decisions, or if the centre decides not to support a candidate's request for an investigation upon results. Signature appeals policy is available from our website.

Malpractice

Signature expects centre staff to cooperate fully with any investigations of suspected or actual malpractice. In order to maintain the integrity of accredited qualifications, the centre must report any suspected malpractice involving candidates, centre staff or any other parties. Centres should respond speedily and openly to all requests for an investigation into an incident, and a nominated person of the centre should supervise all investigations resulting from an allegation of malpractice.

Withdrawal of a qualification

If a centre withdraws from a qualification, it must inform Signature as soon as possible so candidates are not affected.

Security and confidentiality

Centres must ensure the security and confidentiality of assessment materials and records. These include examination papers, examination scripts, records of marking, and portfolios

of evidence, before, during and after the assessment has taken place. Any breach in security must be reported to Signature immediately.

The awarding body responsibilities

Signature agrees that it will:

- a) set out all the requirements that the centre must meet in order to continue to have the capacity and capability to deliver the qualifications. These requirements can be found under centres, “becoming an approved centre” on the Signature website.
- b) Signature has a sanctions policy. This is in the event that the centre fails to meet these requirements.
- c) take all reasonable steps to protect the interests of learners where the centre withdraws from the delivery of a qualification.
- d) has a policy and process for any withdrawal of the centre (whether voluntary or not) from its role in delivering a qualification/unit, or from delivery/centre approval in general.
- e) when asked, Signature will provide the centre with guidance on how to best prevent, investigate and deal with malpractice or maladministration.
- f) provide the following information:
 - the policy for issuing invoices, payment of invoices and the retention and content of invoices
 - the sanctions policy
 - a written complaints procedure
 - information on the appeals process
 - a specification for each of the qualifications
 - details for making reasonable adjustments
 - details for giving special consideration
 - details of the expected dates or timescales for the issue of results.