

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 regulators of qualifications (Ofqual, QiW and CCEA). **Please read these carefully before applying for centre approval.**

These conditions require all awarding organisations to have systems in place which comply with regulator 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 of Centre Approval](#).

Becoming an approved Signature centre

Becoming an approved centre is the first step in delivering our qualifications. The process is completed online and to start the approval process, you will need to complete the sign-up form on Signature website.

Once you have completed the sign-up form you will be emailed login details for IRIS where you can complete the Centre approval process.

Please read this **Roles and Responsibilities of Centres** document in conjunction with:

- [Terms and Conditions of Centre Approval](#)
- [Qualification Specifications \(appropriate to the qualifications you plan to offer\)](#)
- [Assessment Regulations \(appropriate to the qualifications you plan to offer\)](#)

As part of your centre approval, you will need to provide us with the following documents. Templates are available to use to write these policies on our website. Please make sure all of your policies are dated:

- **Equality and Diversity and Reasonable Adjustment Policy**

This must include how you treat all learners equally and fairly (see Equality Act 2010) and allow access to all learners regardless of protected characteristics. Make sure that this is dated. You must have a process in place that allows you to recognise your duties towards disabled learners under the terms of the Equality Act 2010. This process should allow students the opportunity to highlight and discuss their additional needs and receive appropriate support during the learning process and assessment arrangements.

- **Appeals Policy**

This must detail the process that is followed by both the learner and the centre to appeal a result issued, that is disagreed with. This must include both external appeal (marked by Signature) and appeal against internal assessment decisions (marked by assessor). You must include the time scales that learners have to make an appeal and timescales for responding to learners. It should reflect the timescales included in [Signature's Appeals procedure](#).

- **Complaints Policy**

This must detail the process that is followed by both the learner and the centre when receiving a complaint from a learner (and any other person accessing your services). It must include the timescales for responding to the learner, the role of the person who will deal with complaints and the process followed if they are disagree, with the outcome, once you have responded to them.

- **Malpractice Policy**

This must include what your centre understands malpractice to be, for both staff and students. What you have in place to prevent it, within your centre, for both staff and students. The process you will follow to investigate it and report it to Signature.

- **Health & Safety Policy**

This must describe how you will manage health and safety [hse.gov.uk](https://www.hse.gov.uk) within your business and your commitment to protecting learners on your premises. It should clearly say who does what, when and how.

If you have less than five employees you don't have to provide a health and safety policy but we do need a statement to confirm this.

- **Safeguarding Policy**

This must detail the purpose of the policy and the process you follow to protect children, young people and vulnerable adults at risk of harm, neglect or abuse. Also include how others would report their concerns. i.e. whistleblowers.

- **GDPR/Data Protection Policy**

This must include who collects the data, the type of data you will collect, the purpose of this, how long you store the data and any third parties that you may share data with. You would usually include data subject rights and the legal basis you are allowed to collect their data.

- **Withdrawal of Qualification Policy/Statement**

You must outline the steps you will take, to protect the learners, in the event that your centre withdraws from the delivery of a Signature qualification. As a centre you must ensure that an enrolled learner can complete their qualification. If your centre closes or can no longer deliver the Signature

qualification(s), you need to have provisions in place to support learners to complete.

- **Teaching and Assessing Staff Certificates**

You must provide all language, teaching and assessing qualification certificates (where appropriate) for all teachers.

Alternatively, if BSL/ISL is the teachers first language and they do not hold any certificates, we will accept a statement from the centre. This statement must confirm that their first language is BSL/ISL and they are competent in the language at the appropriate level they are teaching.

Financial Information

We also need to know that if a centre enrolls a learner for a qualification, they can complete that qualification so we need to check the financial health of your centre. Signature will either gather publicly available financial accounts of centres or carry out individual credit checks if these are not available.

Once all documents are received and verified, we will organise a visit to your centre. The visit will be completed by a member of Signature's Audit Team and usually takes no more than an hour. It must take place before you hold your first assessment. We will discuss the following:

- Governance and your centres understanding of the policies and procedures that you have provided as part of your application.
- Quality assurance arrangements
- Your centres understanding of the assessments and internal verification arrangements.
- Delivery of assessments and the role of the staff involved in the assessments. i.e. teacher, co-ordinator/invigilator/exams team.

Please use this opportunity to ask us any questions you have. We are here to support and help you.

Once this visit has taken place, and we have obtained assurances in your ability to run our qualifications, you will be given approval for 12 months. This is when you can begin registering learners and gain access to all teacher support material and resources.

Summary of roles and responsibilities of centres

Accountability

Approved centres must have a named point of contact. This means that when a learner has a query regarding any aspect of a qualification, or when an awarding organisation needs to make contact with a centre, they can correspond with the appropriate responsible contact. Centres must provide information for the following responsible contacts:

- **Centre Administrator**

This person will receive all Signature correspondence (via email or post) and is responsible for distributing relevant updates to the other responsible person(s) and teacher(s) at the centre. They will receive assessment materials and will be responsible for ensuring they are kept secure before and after assessments. They will be responsible for accessing IRIS to enter and obtain data.

- **Quality Assurance Manager**

This is the person responsible for managing quality assurance processes, including demonstrating evidence of RQF regulatory arrangements and ensuring that appropriately trained persons are appointed to co-ordinate/invigilate/perform assessment duties in accordance with Signature regulations.

- **Accounts contact**

Person responsible for queries relating to finance and payments.

- **Curriculum Manager**

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

- **Marketing Manager**

Person responsible for the marketing activity

- **Training Provider**

Person who will receive the links for any online assessments.

- **Teachers**

We ask for teachers qualifications and their level of BSL/ISL

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

We ask for teacher/assessor qualifications and their level of BSL/ISL

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

Centres are responsible for updating IRIS with staff 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. e.g. 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, you will need to inform us, add the new teacher to IRIS and upload their qualification certificates for us to verify.

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 learners

Centres must register learners on IRIS at the beginning of their course.

Pre-qualification requirements

Signature publishes in each of its qualification specifications a set of pre-qualification requirements needed to demonstrate the required skills in each assessment. A learner **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.

Reasonable adjustments

Centres are required to inform Signature of all requests for reasonable adjustments via the Reasonable Adjustment section within the booking form on IRIS. This should be discussed at enrolment and submitted when registering candidates on IRIS. Evidence will be required. Please refer to our [Reasonable Adjustments to Assessment Arrangements Policy](#) available on our website.

Special consideration

This may be given to a learners mark or result if they were ill during their assessment, injured or indisposed at the time of their assessment, or where performance was affected by unforeseen circumstances. e.g. serious disturbance during the assessment. You need to request this immediately after the assessment has taken place. Please refer to our [Special Consideration Policy](#) available our website.

Delivering assessments

Centres must ensure they fully understand the assessment specification and assessment regulations provided by Signature and that appropriately trained persons are appointed to co-ordinate/invigate/perform assessment duties in accordance with Signature regulations.

These may include information on the limits to assistance provided to candidates; the nature, type and recording of evidence, how the assessment must take place and the internal moderation/verification requirements.

Conflict of interest

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

Authenticating

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

Monitoring

Centres must agree to provide regulators and Signature access to premises, people and records, and to co-operate with monitoring activities.

For a number of assessments, 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 assessment.

Certificates

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

Appeals

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

Malpractice

Signature expects centre staff to fully co-operate 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 guarantee 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 organisation 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) have a sanctions policy to use 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, 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