



**Reference Number: AQ\_14\_a03**

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## Centre Monitoring Policy

### Revision History

Version	Last revised	Next review date	Policy Owner	Notes
AQ_14	24 June 2013	30 June 2014	James Stephenson	For Publication
AQ_14-a01	4 December 2013	31 December 2014	James Stephenson	Reviewed plus new house style
AQ_14-a02	5 May 2015	30 June 2016	James Stephenson	Reviewed in line with procedural changes
Q_14-a03	February 2018	30 June 2019	Matthew Baldwin	Updated

## 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's<sup>1</sup> 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 1 & 2 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 3 is completed by the Academic Development Manager to give feedback on academic performance at the Centre and raise any concerns. An overall risk rating is given by the ADM at the end of this section.
- ) Part 4 is completed by Centre to confirm ongoing compliance with NCC Education's Centre Regulations and provide any feedback on our products and services..
- ) Part 5 contains action plans for both the Centre and NCC Education, to be agreed upon by the Academic Development and Centre.

All Centres must complete monitoring annually, regardless of whether they currently have active candidates registered to NCC Education qualifications.

## Overview of Annual Monitoring

When a Centre is due to undergo annual monitoring, the Academic Development Manager will send them a report with Parts 1, 2 and 3 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.

Once the Centre received the first parts of their report, they should complete Part 4 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 5. 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 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.

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

## **How to complete your part of the Annual Monitoring Report**

Part 4 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 also 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 a Skype 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.