



#### Consultation

- How you consult & your evidence of research
- Evidence of employer/ stakeholder views taken onboard & support for qualification/s in place

#### **Review**

- Evaluation process for learner results; performance monitoring
- Complaints, enquiries & appeals processes
- Validity checks does the qualification meet the need & how are you taking user feedback?
- Qualification review process (including how to make sure of validity and TQT requirements)

## Design

- Resources in place including people & exepertise to carry out work throughout the lifecycle (descriptions, recruitment & selection, induction, training/CPD requirements & processes)
- Process for reviewing & approving design/developments & ongoing monitoring of qualifications
- Validity strategy how will you continue to make sure that the qualification is fit for purpose?

### **Delivery**

- Approval & monitoring of centres criteria & processes
- Assessment development (business as usual) procedure
- Marking/moderation processes
- Assessment delivery processes (how assessments are taken, where, under what conditions?)
- Reasonable adjustements, special considerations processes
- -Learner registration process including assessment registartion & invoicing
- Results & certificate issue processes; fee setting process
- How you communicate with learners, centres, others (enquiries & complaints processes)

## **Development**

- Qualification development procedure
- Assessment development procedure
- Communications plan how information will be rolled out

Representing the main processes I would normally see, however, it's not exhaustive and depending on your operations there will be more variety. Policy underpins processes by creating the standards and criteria to operate by.

At the core are processes for identifying and managing Conflicts of Interest, taking user feedback throughout the lifecycle and with all stakeholders, managing risk and ensuring equalities.

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