

**Summary of processes
using the qualification
lifecycle model (May 2017)**

**Research, design and
development**

- Consultation and research processes
- Qualification development procedure
- Assessment development procedure

Delivery

- Centre registration and approval
- Issue of assessment materials process
- Assessment delivery process
- Invigilation/assessment delivery conditions and guidance
- Security processes
- Learner registration process
- Reasonable adjustments process
- Special considerations process
- Invoicing procedure

Throughout the cycle:

- Complaints procedure
- Centre feedback process
- Learner feedback process

Delivery

Results and certification

- Standardisation process
- Assessment reporting procedure
- Quality assurance/ moderation and reporting process
- Results and certification issue process
- Enquiries about results process
- Appeals process
- Replacement certificate procedure

Review

- Review of results process
- Qualification evaluation process: Validity strategy
- Monitoring of centres

Underpinned by:

- Conflicts of interest process
- Risk management procedure
- Recruitment & selection process
- Induction and training procedures
- References check process
- Security and confidentiality requirements