

The roles and responsibilities of centres

This document shows the roles and responsibilities of centres in delivering Signature qualifications. Contents of this document and the Terms and Conditions of Centre Approval meet the requirements of the [General Conditions of Recognition](#), as issued by the regulator of qualifications (Ofqual).

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 the Centre Portal.

Once you have decided which qualifications you would like to offer, you will need to provide us with some information about your centre. You can view our [Terms and Conditions](#) on the web site.

You are required to meet those terms. If you have difficulty or questions about the Terms and Conditions please contact your [Customer Support Officer](#).

Centres will be risk assessed when applying for centre approval. As part of this process, some centres may need to provide further information or need a support visit from Signature.

As part of our Terms and Conditions, we also ask for centres to have certain policies in place. We can support you with this and have the following policy templates that you may wish to use in your centre:

- Malpractice Policy
- Appeals Policy
- Complaints Policy

Summary of Roles and responsibilities of centres

Accountability

For each 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 contact.

Centres must provide information for the following contacts:

- Centre Administrator
- Quality Assurance Manager, who has responsibility for quality assurance processes including demonstrating evidence of QCF regulatory arrangements
- Account contact
- Marketing Manager
- Curriculum Manager
- Teachers (qualifications and BSL Level)
- Assessors for internally assessed units

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 candidates.

Signature 2012

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 Centre Portal 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 assessment 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 the centre portal 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 on 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.

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 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.