



CENTRE HANDBOOK GUIDANCE FOR CENTRES



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1. INTRODUCTION

1.1. This centre handbook is designed to provide guidance and information to all centres that are approved to deliver Smart Awards qualifications. The handbook aims to outline the key responsibilities of centres and to provide an overview of our policies and procedures and quality assurance arrangements. We expect all centres to adhere to the guidelines outlined in this handbook and to ensure that all staff involved in the delivery of our qualifications are familiar with its contents. This handbook is to be used in conjunction with related policy and guidance documents, as well as any relevant qualification and assessment documentation.

1.2. All information we hold about your centre, key contacts, and your learners is held securely on our database and only used for the purposes provided. You will find full details on how we use and protect your information in our [\[GDPR Data Protection Policy\]](#).

2. WORKING WITH SMART AWARDS

2.1. Smart Awards is a private company limited by shares and was incorporated 10th June 2014 (registration number 9079735) and (VAT registration number 216 7632 08). The company is a legal entity in its own right and a subsidiary of the Swedish based Hexatronic Group AB (PUBL).

2.2. We operate as a National Awarding Organisation predominately dedicated to telecommunication, construction and utility sectors. We are approved by Ofqual to offer regulated qualifications in England. Ofqual was set up in April 2010 under the Apprenticeships, Skills, Children and Learning Act 2009 and is also covered by the Education Act 2011. They are a non-ministerial government department with jurisdiction in England. They are responsible for making sure that regulated qualifications reliably indicate the knowledge, skills and understanding learners have demonstrated, assessments and exams show what a learner has achieved, people have confidence in the qualifications that they regulate, learners and assessors have information on the full range of qualifications that we regulate.

2.3. We are also approved by the Scottish Qualifications Authority (SQA) Accreditation to offer regulated qualifications in Scotland. Under Scottish Government legislation, SQA Accreditation quality assures qualifications offered in Scotland by approving awarding bodies and accrediting their qualifications. They do this by regulating awarding bodies and their qualifications against published regulatory requirements. Their work is underpinned by regulatory requirements which define the standards awarding bodies must meet in order to be compliant. Their work is directed by the Accreditation Committee (AC) whose members are from industry and training providers independent of SQA Accreditation. Decisions on approval of awarding bodies and accreditation of qualifications are devolved by AC to the Accreditation Co-ordination Group (ACG), which meets weekly to consider submissions.

2.4. Please note that access must be granted to the regulators (SQA Accreditation) and (Ofqual) if they choose to audit centres that are approved by Smart Awards for the purposes of performing its functions. If you have a request from the regulators to conduct an audit you must respond in a timely manner. Regulatory monitoring audits seek to confirm that Smart Awards are managing their providers/centres in alignment with their own policies and procedures and Regulatory Principles and Conditions of Recognition. The audit is not an audit of the provider/centre but rather an audit of Smart Awards activities in relation to their quality assurance of the provider/centre and its assessment arrangements.

2.5. We offer a range of ground-breaking qualifications that have been developed with the support of industry and key stakeholders. Our qualifications offer a route to increase learner employability and give confidence that the necessary skills have been achieved to carry out a job safely that aligns with today's industry standards. We are also approved by the Education and Skills Funding Agency (ESFA), the Institute of Apprenticeships and Technical Education as an End Point Assessment Organisation to offer End Point Assessment for apprenticeship standards.

2.6. Our **VISION** is to be a modern forward-thinking awarding organisation of choice that is committed to offering innovative products and services that align with industry standards within the sector it represents.

2.7. Our **MISSION** is to offer a value proposition with a forward-thinking approach, with a commitment to offering fit-for-purpose products and services across the sectors we represent helping to raise the standards of learners and equip them with the knowledge and skills to carry out their job safely. We are committed to introducing innovative ideas across the business. It is our responsibility to make qualifications, end-point assessments and the Network Operative Passport schemes accessible to all relevant parties to build a strong educated workforce within the sector we serve.

2.8. Our **VALUES**

- Commitment – we listen and are dedicated to the success of our customers.
- Excellence – we make every effort at being the best in providing qualifications that meet the exact needs of the industry.
- Go above and beyond – we strive to exceed the expectations of our customers, working collaboratively to solve problems.
- Innovation – we foster a climate that encourages development and innovation that makes a difference.
- Integrity – we exhibit honesty, and respect for others and embrace diversity and equal opportunity in all of our operations.
- Knowledge – we are experts in our field, actively learning and improving.

3. CENTRE RECOGNITION

3.1. A Centre is defined as 'An organisation undertaking the delivery of an assessment (and potentially other activities) to learners on behalf of an awarding organisation.

3.2. Centres wishing to deliver Smart Awards qualifications must gain centre recognition and relevant qualification approval before commencing delivery.

3.3. Centres will only be approved where they can clearly demonstrate that they are able to consistently meet the requirements of our terms and conditions, our policies, procedures, audits and any additional requirements which relate to specific qualifications laid down in the qualification guidelines.

3.4. Applications are welcomed from all centres, whether based in the UK or overseas regardless of the size or type of organisation. Smart Awards' provision may be delivered and assessed overseas with the express permission of Smart Awards.

3.5. Applications for centre recognition are made by submitting the relevant, fully completed online application process. If you meet the criteria set out in this process Smart Awards will approve your organisation as a Smart Awards approved centre.

3.6. Our regulators require awarding organisations to approve each centre for specific qualifications, regardless of any other activities that organisation may undertake. Learners cannot be assessed for any part of a qualification unless they have been registered with Smart Awards by an approved centre. Only approved centres can register learners.

3.7. All applications will be risk rated according to their ability to meet regulatory recognition and any specific qualification requirements set out within the qualification guides. This process includes a due diligence check of the centre.

3.8. Following centre approval, you will be informed by e-mail and you will receive a unique username

and password to access your online centre profile, enabling you to obtain documentation to support the administration of Smart Awards' qualifications that you are approved to offer. This unique name and password must not be shared with third parties.

3.9. It is the responsibility of the approved centre to ensure that all assessors are competent to deliver and assess the units they are teaching. They must be competent to make judgements about the level and scope of individual learner performance and competent to make assessment judgements about the quality of assessment and the assessment process.

3.10. We reserve the right to refuse recognition or impose additional requirements on centres that are not able to meet the minimum requirements of recognition.

3.11. A prospective centre which has not been granted centre approval within 12 months of applying will have its application archived. Should recognition be required in the future, a new application will be required.

3.12. Smart Awards will communicate relevant information to the nominated centre contact. This individual is responsible for ensuring all relevant staff within the organisation are aware of their responsibilities under the terms of the centre agreement.

3.13. The outcome of this process will be communicated to the applicant.

3.14. Once the application has been accepted, each prospective centre will be allocated a Smart Awards appointed External Quality Assurer (EQA). This individual will contact the centre to arrange a centre audit.

3.15. At this stage, a risk assessment will be carried out by the EQA. This will be based upon but not be limited to size, other qualifications offered, staff numbers and type of qualifications. A centre will be classed as either Low, Medium or High Risk – the rationale for the EQA decision about risk rating will be communicated to the centre manager.

3.16. Where risk dictates, centres will be subject to a centre recognition visit. If required, the visit will be arranged at a mutually convenient time between the centre and their allocated EQA. The outcome of the centre recognition visit/audit will be communicated to the centre in line with our centre assessment standard scrutiny (CASS) policy. This may include an action plan which must be completed before recognition is confirmed.

3.17. Centres enter into an agreement which details the centre's and Smart Awards commitments and the centre's responsibilities in relation to administration, finance, delivery, assessment, and quality assurance. Continuing compliance with the centre agreement is monitored through ongoing monitoring activities and external quality assurance visits carried out by Smart Awards' External Quality Assurers.

3.18. Centre recognition may cover more than one site, the responsibility for confirming the suitability of each venue rests with the centre contact. Smart Awards may wish to visit any site or location used for delivery or assessment for the purposes of monitoring centre compliance.

3.19. If risk assessment dictates that additional visit/audit/support activity is required at any time, additional charges may be raised in accordance with the current fees. Supplements will be charged to cover international travel and additional travel time.

3.20. Upon being granted centre recognition, the centre is required to gain qualification approval for each qualification type/sector. Wherever possible initial qualification approval will take place at the point of centre approval.

3.21. Centre recognition will lapse for centres that do not register any learners for a period of two years from the date of approval. In this situation, a new centre recognition application will be required. There may be a charge for visits associated with the recognition of lapsed centres.

3.22. Centres have the right to appeal against the outcome of centre recognition by following Smart Awards centre appeal process.

3.23. Smart Awards keeps its arrangements with centres under review to ensure requirements do not unnecessarily burden centres.

3.24. Once recognised, centres are subject to ongoing risk assessment and monitoring by the Smart Awards' Quality Team. A centre will continue to be recognised if it continues to:

- meet its obligations under the centre recognition agreement.
- operate in line with relevant Smart Awards policies and procedures.
- pay all associated fees
- register learners.

3.25. Centres that fail to meet the terms of their centre agreement or do not abide by Smart Awards policies and procedures will be managed in line with the Sanctions Policy. This may result in the withdrawal of recognition.

4. OVERSEAS PROVISION

4.1. Smart Awards differentiates UK based centres delivering in the UK, UK based centres delivering and assessing internationally and those centres that are wholly international.

4.2. In addition to the above and prior to submitting an application, non-UK-based centres, and UK based centres wishing to deliver qualifications overseas, should take into consideration the following:

a. All transactions will be in UK Pounds (Stirling). b. All assessments should be in English except for specific language qualifications. Where a centre would like to assess in a language other than English, they should contact Smart Awards to discuss the full requirements. c. All relevant materials must be translated at the centre's own cost by a translator approved by Smart Awards.

4.3. Overseas centres and UK based centres which require an overseas EQA visit will be expected to pay the travel costs and subsistence for the EQA for each visit plus any additional EQA consultancy days required. Centres must ensure assessments are consistent in all language versions.

5. MERGERS AND ACQUISITIONS

5.1. Smart Awards adopts the following definitions: a. Merger- two or more centres join. The existing centres cease to be legal entities and merge to become a new legal entity. b. Acquisition - This is where one centre "buys" or acquires another centre. The acquiring centre retains its legal status, the acquired centre ceases to be a legal entity.

5.2. Smart Awards recognises that mergers and acquisitions can be a long and protracted process. We will work closely with all merged and acquired centres to ensure that the interests of learners are always protected throughout the process and that the risk to the reputation of the organisation and/or qualification is appropriately managed. We will ensure proportionate risk management of both reputational and compliance risks throughout the process.

5.3. Qualification approval held by each recognised organisation at the point of merger/acquisition will be applied to all sites unless separate qualification approval is required. In this case the centre must

apply in line with the qualification approval process before beginning to advertise or run qualifications.

6. CENTRE ROLES AND RESPONSIBILITIES

6.1. The [\[terms and conditions\]](#) of centre approval outline the centres' responsibilities. There may be occasions where we may need to amend these terms and conditions. Any changes will be communicated to all centres. These terms and conditions shall be governed by and interpreted in accordance with English law and the parties shall submit to the jurisdiction of the English courts.

6.2. Centres must inform Smart Awards of any changes to details that may impact their ability to meet requirements for delivery and/or assessment of our qualifications. Changes include the following:

- Centre name, contacts and address
- Staffing resources, including directors and senior management
- The removal or adding additional assessors and IQA staff
- Physical resources
- Company structure
- Details of any satellite sites, additional sites and subcontracted providers.

6.3. If Smart Awards finds a centre has provided inaccurate or misleading information during the approval process or as a registered centre this will lead to an investigation into potential malpractice and could result in the termination of the centre contract.

6.4. There are several key centre roles involved in the quality assurance process. The table below lists the roles and their key responsibilities in relation to working with us:

Role	Key Responsibilities
Centre Manager	The centre manager is the person responsible for the overall management of the centre, including the administrative and quality assurance for our qualifications are properly maintained throughout the centre.
Centre Administrator	The centre administrator is the person responsible for registering learners and submitting certificate claims via Smart Awards Management System - this person can also be the assessor.
Internal Quality Assurer (IQA)	IQAs monitor the work of all assessors involved with a particular qualification to ensure they are applying the standards consistently throughout assessment activities. They ensure the consistency of the assessment decisions/judgements that have been made and ensure that these are valid. The scope of responsibility will vary according to the type of assessment system in which they are involved (refer to relevant qualification documentation).
Lead IQA	Lead IQAs are responsible for leading the team of IQAs, creating the team's IQA strategy, leading standardisation meetings and managing centre follow-up actions to issues identified through external quality assurance. It is suggested good practice for the Lead IQA role to be regularly rotated between IQA team members.
Assessor	Assessors are responsible for delivering qualification assessments and making valid, consistent assessment judgements. They ensure that our assessments are administered in line with our published requirements and assessment documentation.
Invigilator	Invigilators are responsible for the secure conduct of all assessments, whether paper-based or online. Our assessments must be administered according to published requirements which also detail the specific roles and responsibilities of

	the invigilator. All invigilators must familiarise themselves with the contents of Smart Awards [invigilation policy] and the specific qualification assessment strategy.
Centre Engagement Forum Contact	Centre Engagement Forum Contact can be a maximum of two persons, who are nominated by the centre to receive updates, communication, and attend the Smart Awards Engagement Forums.

6.5. In some instances (for example at smaller centres) one person may take on several elements of these roles. Where this is the case, centres must ensure that it is still practicable and manageable for quality assurance standards to be maintained. Centres seeking further guidance on quality roles and responsibilities should refer to [\[Smart Awards CASS Strategy Policy\]](#) or contact the Quality team at quality@smartawards.co.uk

6.6. Staff Qualifications and Development - All staff involved in the delivery of our qualifications must be appropriately qualified and experienced. Centres are responsible for ensuring that all staff have the necessary qualifications and training to deliver our qualifications effectively. We strongly recommend that centres provide ongoing training and continuous professional development (CPD) opportunities for staff to ensure that they remain up to date with the latest developments in their subject area and in the delivery of our qualifications.

7. USE OF SMART AWARDS LOGO

7.1. All centres are provided with a high-resolution version of Smart Awards logo on approval. The centre approval logo may be used online and on social media platforms owned by the centre. Centres should use the logo to advertise that they are recognised to deliver Smart Awards qualifications and assessments. Our logo is central to our brand, so please take care when you use it. Please refer to our [\[Advertising Policy\]](#).

7.2. Acceptable areas to use our logo.

- leaflets and posters
- website pages
- marketing videos
- social media posts
- email signatures

7.3. Do not use the Smart Awards centre logo on any item that might create confusion regarding your status as an independent organisation. Do not use the Smart Awards centre logo in any circumstance that might damage our reputation.

7.4. We have the right to request the removal of our logo from any promotional or publicity material that has the potential to damage our reputation. It is strictly forbidden to add Smart Awards logo to centres' own in-house certificates.

7.5. Using the regulators' logos. Each of the regulators sets separate rules which govern the use of its own logo on certificates. Centres are NOT permitted to use the regulator logos.

Centres should contact info@smartawards.co.uk for any queries or to request usage of logos.

8. SMART AWARDS QUALIFICATIONS

8.1. Our product offering will be predominately regulated and non-regulated qualifications, end-point assessments and the industry passport scheme (NOPS) which we will review annually to make sure we are continuously offering value for money across our product and service range.

8.2. Our qualifications are available for delivery through our network of approved quality-assured centres. This ensures that employers and learners can access qualifications to meet the needs of their sector, health and safety legislation, and industry good practice. The following outlines the types of qualifications we offer.

Type	Description
Ofqual Regulated Qualifications	We are approved and regulated by Ofqual to design, develop, award and quality assure regulated qualifications in England that sit on the Regulated Qualification Framework (RQF).
SQA Accreditation Qualifications	We are approved and regulated by SQA Accreditation to design, develop, award and quality-assure regulated qualifications in Scotland.
Refresher qualifications	Refresher qualifications are for learners who need to upskill/refresh typically after a 3 or 5-year period from the date of the original qualification achievement.
Awareness accreditation	Awareness accreditations do not contain a practical assessment and are industry approved. They do not sit on any regulatory framework.
Street Works Qualifications	We are an approved Street Works Awarding organisation approved by HAUC (UK) to award all Street Works qualifications.
Industry Accreditations	We design, develop, award and quality assure technical qualifications on behalf of the industry. They do not sit on any regulatory framework.
Customised Qualifications	Centres, employers, and industry can design their own in-house qualifications across any sector and Smart Awards will accredit them in line with our quality assurance criteria. Our technical expertise at Smart Awards can help to tailor products to certain markets and sectors.
NVQs	NVQs (National Vocational Qualifications) are based on national occupational standards. These standards are statements of performance that describe what competent people in a particular occupation are expected to be able to do. They cover all the main aspects of an occupation, including current best practices, the ability to adapt to future requirements and the knowledge and understanding that underpin competent performance. Within reason, NVQs do not have to be completed in a specified amount of time. They can be taken by full-time employees or by school and college students with a work placement or part-time job that enables them to develop the appropriate skills. There are no age limits and no special entry requirements.
SVQs	SVQs (Scottish Vocational Qualifications) operate broadly in the same way as NVQs, but are used mostly in Scotland. All SVQs are credit-rated and levelled and feature in the Scottish Credit Qualifications Framework (SCQF) in order to enable clear learner

	progression between other Scottish national qualifications and the SVQ provision, including Modern Apprenticeship Frameworks. You can see how the SVQs are related to other Scottish qualifications in the SCQF
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8.3. Smart Awards Quartz web portal (SAMS) is the dedicated place where centres can find all the operational resources they need to get started to deliver our qualifications. Each qualification is supported by a qualification handbook and supporting materials which are available through the Quartz Web portal and listed below.

Documents	Description
Assessment Strategies	We have a number of assessment strategies that set out the quality assurance arrangements for the assessment and verification of Smart Awards qualifications and provide centres with a consistent approach to assessment. The key areas assessment strategies will cover are: How external quality control of assessment will be achieved; The extent to which a realistic work environment and simulated working conditions may be used to assess competence; Internal quality control of assessment; Requirements of assessors and verifiers and assessment requirements.
Assessor Guides	Assessor guides support the delivery of the qualification and accompany the PowerPoint presentations to aid the assessor in the delivery of the qualifications.
PowerPoints	We develop several PowerPoint presentations to support the delivery of several of our qualifications.
Qualification Handbook	The qualification handbook sets out the rules for the combination of the qualification, the structure, and its units. The handbook also outlines the content of the qualification including grading criteria.
Practical Assessment	This document sets out the practical assessment observation requirements and will be completed by the assessor as supporting evidence of the learner's achievement.
Unit Of Assessment	The unit of assessment details the unit content to include the learning outcomes and assessment criteria.
Qualification Specification	The qualification specification gives a brief overview of the qualification.
Question papers	Where a qualification has a multiple-choice test, the centre will be required to use Smart Awards online assessment platform. Paper-based tests will only be available for a reasonable adjustment or special request. Smart Awards are not able to give centres the answers to the questions. Centres are however able to download a report from Smart Awards online assessment platform which shows the categories of questions that a learner has marked as incorrect. Please refer to Smart Awards guidance videos which are available to download in the centre portal.

8.4. Some of Smart Award's qualifications may be eligible for government funding. Smart Awards does not have direct influence in the allocation of funding, but takes steps, where possible, to make qualifications available for public funding.

8.5. Further information regarding our products and services can be found at <https://www.smartawards.co.uk/>

9. SERVICE LEVEL AGREEMENT

9.1. Smart Awards is committed to openness and transparency in all of its work and to improving the products and services we provide for our customers and stakeholders. We aim to provide quality products and services to our customers.

9.2. Smart Awards is aware that establishing and maintaining effective communication with centres are essential in meeting company objectives and by communicating and cooperating with qualification regulators we help secure standards and protect learners.

9.3. Our aim is to:

- Offer qualifications of a high standard that reflect the skills and needs of the industry.
- Monitor and support Smart Awards centres in the delivery of Smart Awards qualifications.
- Promote awareness of Smart Awards.
- Offer anyone involved with us appropriate support, information and resources.
- Certificate learners within certificate turnaround times.

9.4. Although the detailed discussion is limited to the use of email/electronic communications, the general principles underlying all parts of our service level agreement also apply to: written/telephone, photocopyers, printers/fax, scanners/Internet/intranet/Instant messaging/social media.

9.5. There are various laws relating to written communication, which equally applies to electronic messages, including copyright, obscenity, fraudulent misrepresentation, freedom of information act and wrongful discrimination. They apply to all resources provided for all our approved centres and learners. In order to comply with the GDPR, consent is obtained from individuals to use their personal data for the purpose of communication. They are also made aware that they may withdraw their consent at any time.

Service	Service Level Agreement (working days)
E - Certification	1 working day from the date the claim is submitted and/or approved on SAMS, whichever is the latest.
Replacement E - Certificates	5 working days from the date the claim is submitted.
Reasonable adjustment and special consideration Requests	5 working days from receipt of the request
Assessor /IQA approval applications	10 working days from receipt of the application
Site approval applications	Date of onsite visit agreed 10 working days from receipt of the application
Qualification approval applications	10 working days from receipt of the application
Appeals, Complaints, Malpractice	SLAs are provided within each policy document.
Centre enquiries	No later than 5 working days from receipt for correspondence sent via email to: info@smartawards.co.uk Quality@smartawards.co.uk No later than 10 working days from receipt for any other correspondence and correspondence sent via post.
CASS (EQA) Audit Report	10 working days from the date of the CASS EQA Audit

10. SMART AWARDS CENTRE SUPPORT TEAMS

10.1. The following teams provide key support functions to centres in the delivery of our qualifications and assessments.

Team	Key centre support responsibilities
Quality Team (Awarding) quality@smartawards.co.uk	• Managing centre and qualification approvals • First point of contact for centre appeal • Management of overall centre risk. • Supporting centres with continuous improvement. • Supporting centres with queries relating to quality assurance within the centre. • Planning and reviewing quality assurance monitoring and support activities. • First point of contact for quality assurance queries. • CASS audits. • Qualification feedback and technical issues. • Site approvals.
Customer Support Team Info@smartawards.co.uk	• General enquiries. • Quartz and system support. • Registrations and certification claims. • Online assessment entries including technical issues. • Order, invoice and credit note queries. • Publication enquiries: logbooks, centre documents, forms. • Managing centre and qualification enquiries.
Qualification Development Team Info@smartawards.co.uk	• Queries in relation to qualifications and assessment. • Feedback on qualifications. • Development of supporting products and services. • Maximise the potential of the Smart Awards qualifications portfolio by developing and maintaining existing, revised and new qualifications, in accordance with regulatory requirements.
End Point Assessment Quality Team Info@smartawards.co.uk	• Ensure compliance with the requirements of the regulatory bodies and the published Apprenticeship Assessment Plans. • Undertake quality assurance of End Point Assessments. • Standardise End Point Assessment judgements. • Manage End Point Assessment quality issues. • Develop and manage Smart Awards End Point Assessment processes and practises.

10.2. Along with our dedicated customer-focused teams, we also offer our approved centres a range of support resources to support qualification and assessment delivery. These include:

- Live and recorded centre engagement forums.
- Guidance and best practice documents including video guides for centres.
- Learning guides.
- Qualification development sessions.
- System training and demonstrations.

11. SMART AWARDS SYSTEMS

11.1. All centres have access to the following online systems, depending on the qualifications they are approved to offer. Our systems support the administration, assessment and quality assurance of our qualifications.

System	What is it used for?
Quartz Web – Smart Awards Management System (SAMS)	Smart Awards Management Systems (SAMS) is hosted by Quartz. All approved Smart Awards centres will have access to Quartz Web on approval. Centre will use the system for the following centre activities. • registration of learners • certification claims and • download e-certificates • upload centre documents and policies • additional assessor approval and withdrawal • additional product approval and withdrawal • additional site approval and withdrawal • additional IQA approval and withdrawal • adding centre administration staff and withdrawal • requesting reasonable adjustments • requesting special consideration • initiating a complaint • initiating an appeal • initiating malpractice and/or maladministration • accessing centre reports • download qualification materials
Smart Awards Online Assessment Platform	Where Smart Awards qualifications have a multiple-choice test as the assessment this will be delivered through our online assessment platform. Our online assessment platform has a direct API to Smart Awards management system. Our online assessment platform also supports the uploading of evidence for practical assessments.
ACE360/ROGO	Where our qualifications support remote invigilation, we will use an alternative online assessment platform ACE360 powered by Rogo® which is a customisable e-assessment platform with multiple testing options.
Smart Awards App	Smart Awards app is available on Android and Apple devices via Google Play and Apple Stores. The app is free to download and provides a number of key features that are beneficial to the learner and centre as shown below. • free pre-learning materials and videos for operatives • free online courses • links to the latest health and safety legislation • links to industry updates • virtual NOPS card

12. LEARNER INDUCTION

12.1. Centres are required to ensure that learners registered on Smart Awards qualifications have sufficient capability at the right level to undertake the learning and assessment. This might include a review of the learners' prior achievements/qualifications, as well as reviewing their current job role (where relevant).

12.2. Reasonable adjustments must be identified as part of the induction process, and in advance of any learner assessment, this includes identifying non-English-speaking learners. Before you register non-English-speaking learners, you'll need to apply for approval if you intend to deliver Smart Awards qualifications in a language other than English. It is the responsibility of the centre to translate learner materials. Please note the assessment must be delivered in English and supported by a reasonable adjustment.

13. REASONABLE ADJUSTMENT AND SPECIAL CONSIDERATIONS

13.1. A reasonable adjustment is an alteration that would enable a disabled person or someone who may have trouble carrying out qualification or assessment activities without being at a disadvantage compared to others. Under the Equality Act 2010, there is a legal duty to make reasonable adjustments for disabled people. Reasonable adjustments must be identified before registration. Please refer to Smart Awards reasonable adjustment and special consideration policy.

13.2. Special consideration is consideration given to a Learner who has temporarily experienced; an illness or injury or some other event outside of the Learner's control, which has had, or is reasonably likely to have had, a material effect on that Learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment. Please refer to Smart Awards reasonable adjustment and special consideration policy.

14. REGISTRATION LEARNERS

14.1. All learners undertaking Smart Awards qualifications, must be registered on Smart Awards Management Systems (Quartz).

14.2. Your procedures must:

- Comply with the data protection provisions in the contract between ourselves and your centre, and legal requirements on data protection.
- Ensure that you can formally identify a learner to ensure that the person named at registration and on Smart Awards certificate is the person who completed the assessment. For quality assurance purposes you should ensure that you keep a record of the evidence used to formally identify a learner.
- Where learners have previously been registered, you should use their original learner ID on subsequent qualifications to ensure that the system recognises prior achievement.
- Ensure learner names are spelt correctly and entered onto SAMS in the correct format, as this is what will appear on their certificates when issued.

14.3. You are required to ensure the accuracy of learner details on registration and prior to claiming results. The centre will not be able to amend learner details once registered on Smart Awards management system (SAMS). Centres will be required to complete a learner amendment through SAMS to request any amendments.

- 14.4. For name changes, you will be required to submit an original or certified copy of a document that shows the learner's new name e.g., driving licence, passport, marriage certificate, decree absolute or Deed Poll.
- 14.5. For accidental misspellings the above, or a birth certificate would be suitable evidence. This can be uploaded to the learners' records via SAMS.
- 14.6. For qualifications or recognised programmes lasting more than 3 months, you must register learners no later than 12 weeks after the start of the programme. For shorter programmes, it's advised your learners need to be registered ahead of the start of delivery.
- 14.7. Learners must be registered prior to assessment, where registration is a requirement for the qualification.
- 14.8. After registration we send you the invoice for any registration fees. Full payment must be made within 30 days. Should you decide to select the payment by card option whilst registering learners on SAMS, you will still be issued an invoice for your records. We currently only accept card payments in pounds sterling.

15. LEARNER AMENDMENTS/WITHDRAWALS

- 15.1 Any change of learner details must be requested through the centre Quartz web portal (SAMS). These changes will be put into effect within 10 working days. Notification of learner withdrawal from a qualification must be given in writing by the Centre, to info@smartawards.co.uk

16. CERTIFICATION CLAIMS

- 16.1. Centres must have a system in place that ensures that all certification claims are valid. Certificates can only be claimed on completion by the learner of a unit/qualification (as appropriate). All claims for certification must be authenticated by an appropriate qualified Internal Quality Assurer (IQA) and align to each centre's internal quality assurance strategy.
- 16.2. Smart Awards will apply an internal quality assurance classification against all new and high-risk centres. This classification will be added to the centre's record on Quartz which will require the centre's IQA to upload their sampling activity onto Quartz before any certificate claims. This information will be reviewed by the Quality Team which will approve the release of certificates subject to positive quality assurance checks.
- 16.3. All centres are required to quality sample their learners against their IQA sampling strategy before claiming certification.
- 16.4. Centres will submit certificate claims through Quartz Web. Smart Awards undertake a final administrative quality check before the generation of certificates. Certificate claims must show the correct qualification code and assessment numbers with the mark or grade as appropriate.
- 16.5. Results can only be entered once the learner has completed the requirements of the relevant unit. Under no circumstances can results be submitted prior to the learner completing the unit.
- 16.6. Centres must notify Smart Awards immediately of any results claimed in error and comply with the action specified. Any results notifications and certificates related to the error must be returned so that they can be invalidated and/or amended where necessary.

16.7. In instances where certificates are found to be invalid, we will inform the relevant regulatory authority and any other appropriate authorities and agree on the appropriate actions. Certificates are deemed invalid in the following circumstances:

- The evidence assessed is not the learner's own work.
- The learner is still working towards the qualification after the certificate has been claimed.
- The certificates have been claimed based on falsified or incorrect records.

16.8. Instances of invalid certification may also constitute malpractice and will be subject to further investigation.

16.9. To reduce the environmental impact Smart Awards issues electronic certificates for its qualifications which are made available to centres within 24 hours of the certificate claim. Centres will download certificates from Smart Awards management systems (SAMS). Certificates are not generated on weekends.

16.10 Centres may request a paper version of the certificate at an additional charge. Smart Awards certificates hold a unique QR identifier which validates the authentication of the certificate by an external web portal.

16.11 Replacement certificates requested will be subject to a charge. An administration fee may apply if the replacement certificate is issued to correct errors in the learner information originally supplied. Learners may independently request additional or replacement certificates at any time.

17. CANCELLATION OF ORDERS

17.1. Learner registration will not usually be cancelled, or fees refunded, once processed unless to correct a genuine error. Another learner cannot replace an individual who was part of the original order. An administration fee may apply if the request to cancel an order is received more than 2 working days after the date of the original order. Smart Awards fees apply at the point of registration.

18. ASSESSMENT DOCUMENTATION/RECORDS

18.1. Smart Awards collect learner details for the purpose of registration and certification of qualification. Information collected can be learner names, gender, date of birth, and any other personal data which is necessary in relation to a specific qualification learner are registered on.

18.2 Smart Awards may also collect personal data if required to administer quality assurance processes, investigations, complaints, and appeals. This personal data is provided by centres, providers, awarding bodies, or other industry bodies the learner may have registered and/or contracted with to receive learning, training, assessment, and/or certification products and/or services provided by Smart Awards

18.3. Assessment records are the property of the centre and centres must have in place systems to securely document and retain a range of accurate, up-to-date learner information and are able to provide this when required by Smart Awards. All records must be kept for a minimum of three years following an EQA visit. Your procedures should cover sufficient steps to protect the integrity of assessments before and after the assessment takes place.

18.4. Learner evidence - Where a qualification requires, learners will hold their evidence of competence within a portfolio unless uploaded to Quartz for practical-based assessments. Centres that choose to

keep physical copies of evidence must be made available along with the following assessment documentation until an EQA visit has been completed;

- Assessment plans and feedback reports
- IQA sampling plans and reports
- IQA observation records
- Learner interview records
- Record of achievement and tracking documentation

19. CENTRE QUALITY ASSURANCE

19.1. Our qualifications are assessed through a variety of methods, including, coursework, and practical assessments. Centres are responsible for ensuring that all assessments are conducted fairly and accurately and that all staff involved in the assessment process are appropriately trained and qualified and declare any conflicts of interest.

19.2 Our moderation process ensures that the standards of assessment are consistent across all centres which are outlined in our [\[CASS Strategy Policy\]](#) and represent the minimum requirements that centres must adhere to retain centre approval.

19.3. The table below lists the criteria, along with the required sources of centre evidence to meet them. Centres must provide these at approval and as part of our external quality assurance monitoring.

Centre quality assurance criteria	Sources of evidence
The centre has a single named Centre Quality Contact	A documented named point of accountability for management of quality assurance, with secure contact details (specific to the centre). The named contact is normally the centre manager.
The centre can hold and securely transmit details of assessment outcomes	Documented procedures to ensure security when sending and receiving details of learner results to us.
The centre has the staff, resources and systems needed to support: the delivery of the assessment where necessary, the recording of any appropriate exemptions	• An organisational chart. • Up-to-date CVs, CPD, original certificates, and assessor/IQA qualifications of the assessment/delivery and quality team. • Documented procedures for registering learners • Learner tracking documentation. • Procedures for recording exemptions, internal appeals, complaints, malpractice, maladministration, reasonable adjustments, special considerations and plagiarism. • Induction plans for centre staff involved with delivery, assessment and internal quality assurance. • Invigilation policy for the administration of exams. • Up to date Policies and procedures. Please refer to [Centre Policies Guidance]
The centre has administrative systems in place to track the learner's progress	• Records of learner tracking systems. • Assessment records. • Individual Learning Plans (ILP) – where appropriate.

20. CENTRE AUDITS

20.1. We have a robust quality assurance process to ensure that our qualifications are delivered to the required standard. This includes regular monitoring and review of centres to ensure that they are complying with our policies, procedures and terms of conditions. Centres are expected to cooperate fully with our quality assurance process and to provide all the necessary information and evidence required.

20.2. We undertake a range of external quality assurance activities that will be remote and face-to-face and are tailored to each centre's risks and requirements. The scope and purpose of each activity are to minimise any risk of invalid certification and to ensure that the delivery and assessment of Smart Awards Qualifications meet the required standards. These activities are part of routine ongoing monitoring but may also be in response to issues of non-compliance. Where centres are found to be non-compliant, they will be subject to the implementation of sanctions including the potential removal of centre/qualification approval. Where sanctions are in place centres will be issued improvement actions and timescales for completion to address the issues. Please refer to our [\[Sanctions Policy\]](#).

20.3. Centre will receive 2 annual audits, onsite and remote. We may undertake an unannounced audit for centres where concerns have been raised or deemed high risk. These audits provide an important opportunity for centres to clarify questions about Smart Awards guidance or requirements, and for EQAs to update centre staff on new issues and legislation. However, the main purpose of audits and visits is to monitor the quality processes and consistency of internal quality assurance decisions and practices within a centre. We may initiate an unannounced audit for centres with high-risk areas.

20.4. Smart Awards Quality team will arrange these activities with centres and detail the scope and remit of them.

20.5. Centres will be provided with feedback reports detailing the outcomes of these activities including imposing any sanctions and identifying good practices, along with any required actions. Please refer to Smart Awards [\[CASS Strategy Policy\]](#) and [\[Sanction Policy\]](#).

21. ALTERNATIVE SITE LOCATIONS

21.1. Centres may use alternative locations (known as satellite sites) for the delivery and assessment of our qualifications. This will depend on the type of centre and qualification(s) being offered.

21.2. A satellite site is defined as one which operates from within a different organisation and/or geography and is independently controlled and managed from the main.

21.3. In all instances where alternative locations are used, our quality assurance standards must continue to be maintained. A site approval form is to be completed and submitted on SAMS to advise of each and every new assessment site. The centre that registers and certificates learners are responsible for them. This includes the management of all quality assurance, compliance and potential malpractice issues associated with these learners.

21.4. Any assessment site either main or satellite will be considered part of the main centre for approval and quality assurance purposes. The main centre must be prepared to accept full responsibility for ensuring the quality of the assessment and/or examination processes across all assessment sites. If one of the assessment sites fails to comply with the approval criteria, the approval status of the centre as a whole will be affected.

21.5. Centres must seek agreement/approval in advance from Smart Awards to operate a satellite site. Failure to inform Smart Awards of satellite arrangements may result in centre approval being suspended or withdrawn.

21.6. It is the responsibility of the Centre to monitor and quality assure the standard assessment decisions within the satellite site through rigorous internal quality assurance. Where internal quality assurance is devolved to the satellite site, systems must be in place for monitoring assessment and quality assurance decisions within the satellite centre through the lead Internal Quality Assurer.

21.7. Please note some qualifications can be completed in a live environment before this can happen the centre must provide Smart Awards evidence of written consent from the network asset owner via the SAMS system.

22. CROSS BORDER APPROVAL

22.1. In all circumstances where a centre seeks to operate across national borders, in order to deliver any aspect of any of our qualifications, they must seek prior approval from Smart Awards Quality team.

22.2. Please note, this does not apply to the United Kingdom e.g., if a centre in England intends to operate a centre in Scotland.

22.3. We will treat each request on a case-by-case basis, based upon the details of the request and the capacity of the centre(s) in question, additional charges will apply.

23. REMOVAL OF CENTRE APPROVAL

23.1. We may remove centre and/or qualification approval with written notice to the centre at any time. Reasons for this include, but are not limited to:

- if the centre has not complied with the terms and conditions, the approval criteria, or with any of our policies, regulations, requirements, or procedures.
- if there is confirmed centre malpractice.
- if there are major deficiencies in the assessment process and we reasonably believe that the centre can no longer assure the appropriate quality of assessment provision.
- where we are notified of any equivalent sanctions placed on a centre by another Awarding Organisation.
- if centre and/or qualification approval has been removed, centres must provide affected learners with the information or support considered to be reasonable, within a specified timeframe. In these instances, the Quality Team will advise centres of the process.

23.2. We may, however, decide not to withdraw approval immediately but to discuss the problem instead with the centre and develop appropriate actions and an agreed timescale to put the issues right. We will work with the centre to look at which criteria they are failing to meet and set specific actions to help them address these, incorporating an agreed review programme. Activities related to this ongoing development and review may be chargeable.

23.3. We may decide to suspend all or any centre activities (including the ability to register and certificate learners) for either a specified period or indefinitely. This may be while a situation is remedied, or to protect learners and/or ourselves. Centres have the right to appeal against removal or suspension of centre/qualification approval.

24. CENTRE CLOSURE

24.1. If an organisation no longer wishes to operate as a Smart Awards centre, and/or can no longer meet our centre approval criteria, they should contact the Quality team who will guide them through the process and help ensure that any impacted learners are not disadvantaged, where possible. It is the obligation of the centre to ensure they provide the following information to the Quality team:

- details of the arrangements in place for learner portfolio, learner records, internal verification records and assessments to be passed on or stored securely by the governing centre. The date the centre proposes to close or withdraw from delivering our qualifications.
- details of the arrangements that will be in place for registered learners that have not yet completed including any transitional arrangements that will be in place with the governing centre.
- details of the arrangements in place for learner portfolio, learner records, internal quality assurance records and assessments to be passed on or stored securely by the governing centre.

25. FEES

25.1 Smart Awards charges fees based on two elements – a centre approval fee and an individual learner fee for registration and certification. Centre approval fee is a one-off fee, payable at the point of recognition. Learner fees are based on the intended achievement of a learner. The fee is payable at the point of registration of learners. Our fees are reviewed annually and are available in the fees and charges section of our website. Please refer to the [\[Fees\]](#) document for more information.

26. QUESTIONS/FEEDBACK/COMPLAINTS/APPEALS

26.1. We take all complaints and appeals seriously and have a clear process for dealing with them. Centres are expected to have their own complaints and appeals procedures in place, which should be made available to learners. If a learner wishes to make a complaint or appeal to us, they should follow our procedures, which are outlined in our [\[Complaints\]](#) and [\[Appeals Policy\]](#).

26.2. Centre Complaints - In many cases Smart Awards will be able to resolve any questions/queries swiftly (within 5 working days). If a complaint cannot be resolved immediately and requires to be formally addressed by Smart Awards the complaint process applies.

26.3. Centres are encouraged to feedback on our products and services to the quality team at quality@smartawards.co.uk

27. CENTRE POLICIES REQUIREMENTS

27.1. We require centres to hold a number of policies which are outlined below. Your policies must be mapped against the following policy criteria ensuring your policies meets our requirements.

27.2. Please note that policies must be specific to the learning and assessment environment and if training/assessing third parties then the term employee should not be used. If a company policy comes under a group policy, then an extension procedure can be added specifically to the training environment for the policy subject in question.

27.3. Policy documents must have the company logo on them and be version control and review date as per company policy.

APPEALS POLICY

- Specify what kind of things learners can appeal against – this should include appeals against assessment and verification.
- State how learners must appeal to and how, e.g., in writing.
- State who appeals should be directed to (name or job role)
- Set timescales, for example making an initial response within five working days.
- Outline the process for dealing with appeals including any committees that may be involved.
- State the learners have the right to appeal to Smart Awards when internal processes have been exhausted.
- State where an appeal is upheld that the centre will investigate whether this has any impact on other learners and whether any action needs to be taken to address this.
- Reference the appellants' right to contact the awarding organisation and the regulatory bodies (SQA Accreditation in Scotland, Ofqual in England and Northern Ireland, Qualification Wales in Wales) and provide contact details for these bodies.

For Smart Awards:

info@smartawards.co.uk

For Ofqual:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

For SQA accreditation:

https://accreditation.sqa.org.uk/accreditation/About_Us/Complaint

Note that where appeals have been referred that SQA Accreditation is unable to overturn assessment decisions or academic judgements.

COMPLAINTS POLICY

- Outline the process for making a complaint i.e., how complaints may be made, for example, must they be made in writing?
- State who complaints should be directed to (name or job role)
- Indicate timescales, for example, making an initial response to the complainant within five working days, reaching a decision within 20 working days etc. Any KPIs relating to dealing with complaints should be included.
- Outline the process for dealing with complaints including any committees that may be involved.
- State where a complaint is upheld that the centre will investigate whether this has any impact on other learners and whether any action needs to be taken to address this.
- Outline the process for appealing against the outcome of a complaint.
- Reference the complainant's right to complain, in turn, and once the previous stage has been exhausted, to the centre, to Smart Awards as the awarding body, to the regulatory bodies (SQA Accreditation in Scotland, Ofqual in England and Northern Ireland, Qualification Wales in Wales). Users of public bodies in Scotland may then complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter. Contact details for these bodies should be provided.
- Make clear that for some complaints, there will be no requirement to escalate the complaint to Smart Awards
- Reference the appellants' right to contact the awarding organisation and the regulatory bodies (SQA Accreditation in Scotland, Ofqual in England and Northern Ireland, Qualification Wales in Wales) and provide contact details for these bodies.

For Smart Awards:

info@smartawards.co.uk

For Ofqual:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

For SQA accreditation:

https://accreditation.sqa.org.uk/accreditation/About_Us/Complaint

CONFLICT OF INTEREST POLICY

- Smart Awards' centre agreements set out clearly all obligations of centres to manage conflicts of interest. It is a condition of centre approval that centre staff fully understand their responsibilities to identify, record, monitor and manage all conflicts of interest which are checked by Smart Awards during the centre's annual visit.
- Centres need to actively and routinely, review staff and governance roles to assess the likelihood of each individual either having or giving the appearance of having, a conflict of interest.
- Includes the types of conflict of interest.
- Includes actions taken by centres to mitigate any conflicts of interest.
- How conflicts of interest are managed
- How conflicts of interest are recorded
- How to report conflicts of interest – to Smart Awards

EQUALITY AND DIVERSITY POLICY

- Defines discrimination.
- Identify where and how direct or indirect discrimination may occur.
- State how the centre seeks to tackle potential discrimination - this should include recruitment, induction, on-programme (including placement where applicable) and assessment and verification (where applicable)
- State the steps the centre takes to ensure equal access where possible – this may be physical access and will include ensuring that any materials use language and images that are representative of society.
- Outline the centres process for assessing whether a learner requires any 'reasonable adjustments to be made so as not to disadvantage them.
- State that the centre will notify the Smart Awards of any reasonable adjustments that may need to be made.
- Reference relevant legislation such as the Equality Act 2010 (this details the nine 'protected characteristics)

HEALTH AND SAFETY POLICY

- State how the centre deals with accidents including internal logging and monitoring.
- Include reporting under RIDDOR.
- Outline how the centre ensures that venues and equipment used for the purposes of training and/ or assessment are safe.
- Describe the process for assessing risks and mitigating identified risks.
- Indicate any first aiders and state how others are made aware of them (*if not by name by number*)

GDPR/DATA PROTECTION POLICY

- Make reference to the Data Protection Act 2018 to include the General Data Protection Regulations and that this relates to the collection and retention of personal information.
- State that the centre has notified the Information Commissioner's Office (ICO). Note that Scotland has its own Information Commissioner.

- Include their ICO registration number.
- State specifically what data is collected and for what purpose.
- Indicate that data is collected and used with the consent of the individual who is also made aware that they may withdraw their consent at any time.
- Say how long the centre holds the data for – this should be for the minimum amount of time and the data stored needs to be kept up to date so the process for this should be referenced. For all Smart Awards SA modules and S/NVQs, centres must retain records for three years. For funded qualification seek a reference from the funding provider.
- Say how the data is securely stored, e.g., password-protected IT systems, lockable cupboards etc.
- Outline data portability and how requests for data are dealt with, including whom to contact on this matter.
- Include reference to further information on data protection visit the Information Commissioner's website <http://www.ico.gov.uk>
- Outline how to raise a GDPR issue to Smart Awards

MALPRACTICE AND MALADMINISTRATION POLICY

- Describe what kind of things may be considered malpractice and make clear that these could involve learners and/or instructors/assessors.
- Describe what kind of things may be considered maladministration (examples are helpful)
- Outline the process for 'whistle blowing' (or reference a separate policy where this exists)
- Describe how the centre would deal with suspected malpractice or maladministration including any personnel or committees involved.
- State whom to contact (name or job role)
- Indicate timescales / KPIs.
- Include notification of potential or actual cases to Smart Awards as soon as possible, and cooperation with investigations undertaken
- State where malpractice or maladministration is found to have taken place that the centre will investigate whether this has any impact on other learners.
- Include that the centre will liaise with the Regulatory Bodies regarding any investigation as necessary.
- Outline how to report a malpractice and maladministration issue to Smart Awards

PREVENT POLICY

- Include its approach to the management of any speakers/events to balance free speech with the protection of the welfare of staff and students, ensuring that they do not provide any platform for the encouragement of terrorism and/or inviting support for a proscribed terrorist organisation.
- Outline its risk assessment and appropriate mitigating actions with regard to where and how learners and/or staff may be drawn into terrorism.
- Indicate partnership working and the sharing of information.
- Indicate its approach to ensuring that staff, governors etc are adequately trained in this duty.
- Reference signs that may suggest radicalisation in learners.
- Ensure that IT policies indicate clearly what is/is not permissible.
- Make any sub-contractors used aware of this duty!
- Describe centre responses to suspected radicalisation.

QUALITY POLICY

- Outlines the quality assurance process in relation to the delivery of qualifications.
- Includes standardisation events and how these are scheduled and managed.

- Outlines the IQA process.
- Outlines the sampling plan/strategy.

REASONABLE ADJUSTMENTS POLICY

- Outline the definition of a reasonable adjustment.
- Includes a process for requesting reasonable adjustments including approval from Smart Awards
- Outlines the evidence to support a reasonable adjustment.
- Outlines the definition of a special consideration.
- Includes eligible criteria.
- Includes a process for requesting special consideration including approval from Smart Awards

SAFEGUARDING POLICY

- Define child/ young person and vulnerable adult.
- Identify when and under what circumstances children, young people aged 18 or under and vulnerable adults may be at risk.
- Detail steps are taken to ensure their safety, including any risk assessments, the use of the Disclosure and Barring Service (where necessary) or Disclosure Records (Scotland)
- Confirm that any activities are appropriate to the age, maturity, and ability of those participating.
- Indicate any guidance given to centre staff regarding meetings with children, supervision arrangements, and parental consent for any child's participation.
- Describe how concerns are dealt with these, including the involvement of the DBS, other agencies and/or the police.

WHISTLEBLOWING

- Outlines whom the policy applies to
- Outlines policy aims.
- Includes who and how to raise a concern.
- Includes how the whistleblower is protected in the policy.
- Must state who will receive the report, follow up, and outline who may have access to the information.
- Outlines how feedback and what type will be provided.
- Includes examples of what Complaints count as whistleblowing.
- Includes examples of what Complaints do not count as whistleblowing.

28. SMART AWARDS POLICY DOCUMENTS

28.1 Smart Awards policy documents are available to download or view from our website.

<https://www.smartawards.co.uk/approved-center-network/>

28.2. Smart Awards policies are for centres and learners accessing Smart Awards qualifications and related services and all those involved with the delivery and quality assurance of Smart Awards qualifications. Smart Awards has an overall responsibility to ensure all our policies comply with our legal and ethical obligations, and that all those under our control comply with them. Smart Awards has the day-to-day responsibility for implementing our policy and for monitoring its use and effectiveness and dealing with any queries on its interpretations.

Policy Name	Interpretation
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Advertising Policy	This policy is to support internal and external customers with guidance when advertising products and services with Smart Awards. This policy maps to Ofqual general conditions and SQA Accreditation principles.
Adverse Effect Policy	This policy covers potential incidences relating to Smart Awards qualifications, third parties and centres engaged in the development, delivery of qualifications, and assessment that could have an adverse effect on learners. This policy maps to Ofqual general conditions and SQA Accreditation principles.
Anit-Bribery and Corruption Policy	The purpose of this policy is to establish controls to ensure compliance with all applicable anti-bribery and corruption regulations, and to ensure that Smart Awards business is conducted in a socially responsible manner.
Appeals Policy	This policy outlines how Smart Awards deals with appeals. An appeal is defined as an application for a decision taken by Smart Awards in relation to a learner or service user to be overturned. Smart Awards is committed to providing a fair and transparent appeals service.
CASS Strategy Policy	The document clearly sets out the internal and external quality assurance for Smart Awards centres, external quality assurers, internal quality assurers and assessors.
Centre Handbook	This centre handbook is designed to provide guidance and information to all centres that are approved to deliver Smart Awards qualifications. The handbook aims to outline the key responsibilities of centres and to provide an overview of our policies and procedures and quality assurance arrangements.
Centre Policy Guidance	We require centres to hold a number of policies which are outlined in this document.
Centre Recognition Policy	The purpose of this policy is to ensure that Smart Awards maintains a consistent and transparent approach to the recognition of centres. It provides guidance to our approach to centre recognition.
Centre Terms and Conditions	This document sets out Smart Awards terms and conditions for approved centres. There may be occasions where we may need to amend these terms and conditions. Any changes will be communicated to all centres. These terms and conditions shall be governed by and interpreted in accordance with English law and the parties shall submit to the jurisdiction of the English courts.
Certification Policy	This policy is for qualifications offered by Smart Awards. This policy is for centres accessing Smart Awards qualifications and related services and all those involved with the delivery and quality assurance of Smart Awards qualifications.
Comparable of Assessment Policy	The purpose of this policy is to protect our integrity as an awarding body point assessment organisation. To monitor the quality of assessments to ensure that end point assessors meet the standard and assessment requirements. To provide quality assurance on the assessment processes and to give guidance and support to centres, employers, training providers and learners.
Competition Law Policy	Smart Awards Ltd is subject to both UK and EU competition law. It is the general policy of Smart Awards to comply with all laws applicable to its activities. This general policy includes strict compliance with UK and EU Competition Law.
Complaints Policy	It is the responsibility of all staff who carry out work for Smart Awards

	to ensure all our customer expectations are met and if possible surpassed. Our customers are the most important people in our business. All persons representing Smart Awards will endeavour to portray a professional image and attitude to ensure Smart Awards standing is maintained at the highest possible level.
Conflicts of Interest Policy	This policy is for Smart Awards staff, Centres and other third parties who access Smart Awards qualifications and related services and all those involved with the development, delivery, and quality assurance of Smart Awards qualifications where conflicts of interest arise when there is an influence or appear to be an influence by personal and professional interests.
Direct Claims Policy	This is policy is for qualifications offered by Smart Awards. This policy is for centres accessing Smart Awards qualifications and related services and all those involved with the delivery and quality assurance of Smart Awards qualifications.
Environmental Policy	Smart Awards accepts that it has a responsibility to the principles of sustainability and environmental awareness. Smart Awards is committed to reducing its environmental impact and continually improving environmental performance as an integral and fundamental part of its business strategy and operations.
Equality and Diversity Policy	Smart Awards strives to ensure that it does not create any unnecessary barriers to achievement and provides fair assessment opportunities for all learners, including those with particular assessment requirements. Smart Awards have a duty under The Equality Act to make reasonable adjustments to the way their qualifications are delivered, to ensure that they are accessible to learners with disabilities.
Fair Access Policy	Smart Awards strives to ensure that it does not create any unnecessary barriers to achievement and provides fair qualifications for all learners, including those with particular assessment requirements and protected characteristics. All learners and potential learners should be able to enter and successfully participate in a qualification in pursuit of their learning objectives.
Fees	This document outlines all Smart Awards fees.
Fraud Policy	This policy applies to any fraud involving employees, external consultants, suppliers, contractors, centres and any other entities conducting business with Smart Awards.
GDPR Policy	Smart Awards need to collect and use certain types of information about the Individuals or Service Users (known as data subjects) who come into contact with Smart Awards in order to carry on our work. We are committed to a policy of protecting the rights and privacy of individuals.
Information Security Policy	This is policy is for qualifications offered by Smart Awards. This policy is for employees of Smart Awards, centres and learners accessing Smart Awards qualifications and related services and all those involved with the development, delivery, and quality assurance of Smart Awards qualifications. Smart Awards has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.
Invigilation Policy	Smart Awards have developed this Policy for approved centres that are offering Smart Awards qualifications to learners with an online assessment method that requires invigilation.

Malpractice and Maladministration Policy	This policy is aimed at approved centres and their learners, who are delivering/registered on a regulated or non-regulated qualification(s) or unit(s). It is used by staff to ensure they deal with all malpractice or maladministration in a consistent manner.
Modern Slavery Policy	Smart Awards do not meet the requirements in the Act, for example by having a turnover of £36m or above, however, we still choose to voluntarily produce a 'slavery and human trafficking statement'. We have taken this decision as we may be asked by those supplying goods above the 36m threshold, especially when bidding for contracts. Therefore, Smart Awards voluntarily has in place a statement as a means of managing these requests and providing a level of assurance to our customers.
Plagiarism Policy	This document outlines the policy for dealing with plagiarism when delivering or undertaking a Smart Awards qualification. It is the Policy of Smart Awards that learners, assessors or centres who are found to have committed plagiarism may be liable to actions as outlined in this document.
Prevent Policy	Smart Awards understands its responsibilities under the Counter Terrorism & Security Act 2015 to prevent people of all ages being radicalised or drawn into terrorism and seeks to meet its obligations in the ways shown below, after setting the context.
Qualification Withdrawal Policy	The purpose of this policy is to outline the correct procedure to withdrawing a Smart Awards qualification. Effective implementation of this policy will help improve compliance to meet regulatory body requirements and implement a seamless structure for Smart Awards business
Reasonable Adjustments and Special Consideration Policy	We will endeavour to accommodate the needs of learners with a particular examination requirement, according to individual circumstances, ensuring such learners are not disadvantaged in relation to other learners and that certificates accurately reflect learner attainment.
Recognition of Prior Learning Policy	This policy is designed to provide guidance to centres, instructors, assessors, EQAs, IQAs and learners regarding recognition of prior learning (RPL) so that learners can achieve without duplicating any previous learning or assessment they have undertaken.
Resit Policy	This policy outlines the processes to be followed should a learner fail any element of their assessment. A resit involves the learner sitting one or more failed assessment components again, without the need to undertake further training.
Safeguarding Policy	This policy seeks to ensure that Smart Awards undertakes its responsibilities regarding the protection of children and/or vulnerable adults and will respond to concerns appropriately. Smart Awards makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.
Sustainability Policy	Smart Awards is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to Smart Awards activities and the management of the organisation. We aim to follow and promote good sustainability practices, reduce the environmental impacts of all our activities, and help our clients and partners to do the same.
Terms and Conditions	This document sets out Smart Awards terms and conditions for

	approved centres. There may be occasions where we may need to amend these terms and conditions. Any changes will be communicated to all centres. These terms and conditions shall be governed by and interpreted in accordance with English law and the parties shall submit to the jurisdiction of the English courts.
Validity Policy	This policy outlines the process of validity ensuring the qualification measures what it claims to measure, the evidence matches the competencies, skills, knowledge, and expertise that are being demonstrated by the learner at the appropriate level.
Whistleblowing Policy	'Whistleblowing' is the term commonly used to describe public disclosure of suspected wrongdoing within an organisation. Whistleblowing may be carried out by any staff member of Smart Awards or persons, involved with the development and delivery of Smart Awards qualifications, including centres, learners, assessors, verifiers, and internal and external quality assurers. Smart Awards expects that persons will act with goodwill towards the organisation and use the whistleblowing policy in good faith.

29. ADDITIONAL SMART AWARDS SERVICES

WORK WITH US TO ACCREDIT YOUR OWN IN-HOUSE COURSES



Benefits of accrediting your courses with Smart Awards

By achieving accreditation, you benefit from:

- Enhanced status of your training using Smart Awards recognition and accreditation
- Certification from a national body
- Review of your training against national/industry standards giving assurance that your training has been internally approved, and quality assured by Smart Awards
- Accrediting your courses with Smart Awards giving your course credibility
- Adding value to your training offer
- Certificates that holds Smart Awards quality logo
- Cost effective accreditation
- The use of Smart Awards quality logo for your promotional materials

Accreditation Costs

Course submission fees are on application



Accreditation

One of the main aims of Smart Awards is to help improve training standards and safety, nationally by helping our approved centres accredit their own in-house courses.

If you deliver training programmes that you certificate in-house and would like your training to be endorsed by an independent accrediting body, then you may benefit from getting your course(s) accredited with Smart Awards.

We allow our centres to create and develop their own in-house training to meet the unique needs of their learners and customers.

Bringing peace of mind and assurances that your in-house bespoke training courses you offer are being run to minimum standards in terms of safety and compliance.

As part of the accreditation service we will map your course to national/industry standards and formalise the level, learning outcomes, assessment criteria and assessments materials.

Centre approval

You will need to become a Smart Awards centre first before you can submit a course for accreditation.

Apply now

To find out more, email info@smartawards.co.uk or telephone us on 02476 42112

SMART AWARDS END POINT ASSESSMENT SERVICES



We can help to upskill your workforce



EPA Services

Smart Awards is a leading Government approved, independent Apprentice Assessment Organisation (AAO), working with employers to ensure high quality, valid and robust End Point Assessment (EPA).

We are approved on the Register of Apprenticeship Assessment Organisation (RoAAO), giving a level of assurance that Smart Awards has undertaken a rigorous process with the Education and Skills Funding Agency (ESFA) considering due diligence, capability, quality and financial health checks. This demonstrates that Smart Awards is able to give employers peace of mind that end point assessments will be delivered to the very highest level.

We have an established team of specialist assessors making sure that employers, training providers and apprentices are prepared fully for the end-point assessment as set out in the assessment plans.

Register for EPA Services

You can register for our EPA services by emailing info@smartawards.co.uk or telephone us on 02476 421125

Choose an EPA

Before employers choose an End Point Assessment Organisation they must have:

- Selected the right apprenticeship for the business
- Recruit apprentice
- Select preferred training provider who is listed on the register of apprenticeship training providers (RoATP)
- Employer and provider agree training plan to deliver apprenticeship
- Employer and provider engage with EPA

Smart Awards is in a very strong position to help employers plan their end point assessments, leading to the certification of apprenticeships. We are approved to deliver EPAs across telecoms, construction, utilities, management, plant.

EPA Costs

We offer an efficient, cost-effective service that ensures that apprentices are assessed to the required Standard and are awarded the grade that reflects their level of competence. Our assessment services are priced fairly and competitively.

CARD SCHEME FOR TELECOMS OPERATIVES



Advantages for Operatives

A new telecommunications accreditation card scheme tailored for individual network operatives that allows operatives to work with any of the service providers by:

- **Validating accreditations** - providing proof when working on the network, operatives have the necessary accreditations and qualifications
- **Providing operative cards** – that will record **All** operatives' accreditations, including Openreach and non Openreach specific accreditations in one place
- **Validating cards** - with a unique QR Code allowing for quick scanning to confirm a card is genuine
- **Accessing from any device** – that a registered user can validate and view details from a computer, smartphone or tablet
- **Providing data 24/7** - to access your data anytime, day or night
- **Providing accurate and trusted information** – that belongs to the **operative** on skills and training that is instantly accessible and extractable

NOPS Card

All NOPS cards have a unique QR code that links to our secure website, where the card identity and accreditations are validated online.

Operatives registering for a NOPS card will pay the normal price of **£34.20 (Inc. VAT)**. This includes the first upload of your accreditations, **and £6.00 (Inc. VAT)** for one upload to add further accreditations.

We have now included an option for a fixed annual upload charge of **£12 (Inc. VAT)**. This allows you to upload and update all your accreditation for 12 month period for this fixed fee.

Network Operative Passport Scheme (NOPS)

Industry launches new telecoms card scheme in partnership with Openreach

About NOPS

The Network Operative Passport Scheme (NOPS) was introduced to help Employers comply with safety regulations.

The card verifies an operator's identity and shows authorised parties that they hold the necessary accreditations and / or qualifications to work on the service providers network safely.

The Scheme is managed and administered by Smart Awards Ltd who work with industry to agree and set standards, to ensure they are in line with industry and legislative changes.

- Provides industry compliance benchmark for training and accreditation
- Establishing minimum standards
- Provide and maintain a robust record of all trained and competent operatives
- Workforce data accessible via Smartphone and Tablet devices

Mandatory

In the future all operatives who work on the Openreach Network Installation Contract will be required to apply for a NOPS card. **It will be mandatory for operatives to hold a card which stays with the operative if they move companies.**

Apply now

To register for a card, go to www.smartpassport.co.uk or telephone us on 02476 421125

Smart Awards ■ Beechwood House ■ Tanners Lane ■ Berkswell ■ CV7 7DA Companies House No 9079735 ■ VAT 216763208

For further information on any of our products and services please visit <https://smartawards.co.uk/> or alternatively contact Customer Support Team on 024 76 421125 or info@smartawards.co.uk

30. REVIEW OF THIS POLICY

30.1. This policy is reviewed and revised annually in response to feedback, changes in legislation and guidance from the regulators, SQA Accreditation or Ofqual.