

U28

Centre Assessment Standards Scrutiny Policy

Policy owner	Head of Quality & Compliance
Policy approved by	Head of Quality & Compliance
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Principles

The purpose of this policy is to ensure the following:

- To provide a standardised approach to new centre approval status and external quality assurance.
- All current and future centres wishing to deliver FuturU-approved qualifications are aware of the approval and external quality assurance processes.

Scope

This policy has a scope of the following.

- All centres who wish to deliver FuturU qualifications.
- This policy must be utilised alongside the following policies:
 - For internal use, please refer to U10 - Qualifications and Assessment Framework.
 - For internal or external, please also refer to U25 - Internal and External Quality Assurance Policy

Responsibilities

- The Head of Quality & Compliance ensures this policy is current.
- The Lead IQAs/Quality Leads are responsible for carrying out the strategies created to uphold the principles of this policy.

Definitions

- **Qualification:** A programme of learning and assessments created by the awarding organisation, alongside professional bodies, which allows a learner to achieve a qualification and status for specific roles.
- **Awarding Organisation:** The partner who created and monitors the qualifications.
- **Centres:** The partner who delivers the teaching and assessments for the qualification.
- **Approval:** The status given to a centre that demonstrates they have passed all the requirements set by the awarding organisation to deliver the qualification to their standards.

Approvals

It must be approved if a centre wishes to offer a FuturU qualification. This will result in them becoming a FuturU-approved centre. All centres must agree to due diligence checks, allowing us to have quality assurance about their systems, processes and financial stability.

The financial status can be divided into centre approval and qualification approval.

Centre approval

To gain centre approval, a centre must demonstrate the management and quality assurance policies and procedures to support the delivery, assessment and quality assurance of all FuturU

qualifications, such as complaints and recognition of prior learning procedures. A FuturU-approved reviewer will carry this out. When centres are approved, they will receive a letter of approval.

Qualification Approval

Once centre approval is achieved, further approval is needed for each qualification a centre wishes to deliver. This will focus on subject-level requirements such as resources and equipment levels, staffing requirements, operational systems and processes. A FuturU-approved subject matter expert reviewer will do this.

Gaining Approval

If a centre wishes to gain centre and qualification approval, they must email hello@futurU.ai stating the following:

- Centre names and addresses.
- Centre primary contact name and contact details.
- Qualifications titles and numbers wishing to gain approval.

Upon receipt, a FuturU representative will be in contact to discuss the next steps and work with the centre to complete the approval process. Some areas of interest are:

- A review of policies and procedures relating to, but not limited
 - Governance Systems, Structures and Organisational Charts.
 - Record Keeping
 - Internal Quality Assurance policy and procedures.
 - External Quality Assurance policy and procedures..
 - Self Assessment Processes, organisation and qualification levels.
 - Registration and Certification policy and procedures.
 - Malpractice and Maladministration policy and procedures, including registers, plagiarism and artificial intelligence misuse.
 - Quality Strategy.
 - Complaints policy and procedures.
 - Appeal Policy and Procedures
 - Staff Recruitment and Development policy and procedures.
 - Health and Safety Policy.
 - Insurance Coverage.
 - Equality & Diversity policy and procedures.
 - Student Experience and support, including inductions and initial assessments.
 - Data Protection policy and procedures.
 - Conflict of Interest policy and procedures, including registers.
 - Artificial Intelligence policy and procedures.
 - Reasonable adjustment, special considerations and mitigating circumstances policy and processes.
- Reviews of the assessment processes.
- Checks of resources.

External Quality Assurance

Post approval, all centres must undergo external quality assurance checks to maintain their approval status as both an approved centre and individual qualifications. These can be broken down into two types of reviews: quality systems and subject-specific. Combined they provide the overall Centre Assessment Standards Scrutiny strategy and process and uphold [Ofqual Condition of Recognition H](#).

Quality Systems Review

These reviews focus on organisation-wide policies and processes, similar to the centre approval review process. They do not focus on specific qualification operations. Quality system visits are carried out annually by a FuturU-approved expert.

These reviews will look at the following to ensure centres are compliant:

- Governance Systems, Structures and Organisational Charts.
- Record Keeping
- Internal Quality Assurance policy and procedures.
- External Quality Assurance policy and procedures..
- Self Assessment Processes, organisation and qualification levels.
- Registration and Certification policy and procedures.
- Malpractice and Maladministration policy and procedures, including registers, plagiarism and artificial intelligence misuse.
- Quality Strategy.
- Complaints policy and procedures.
- Appeal Policy and Procedures
- Staff Recruitment and Development policy and procedures.
- Health and Safety Policy.
- Insurance Coverage.
- Equality & Diversity policy and procedures.
- Student Experience and support, including inductions and initial assessments.
- Data Protection policy and procedures.
- Conflict of Interest policy and procedures, including registers.
- Artificial Intelligence policy and procedures.
- Reasonable adjustment, special considerations and mitigating circumstances policy and processes.

Subject Reviews

These reviews are solely focused on reviewing the operations of specific qualifications. During this review, the FuturU-approved subject specialist will review a sample of learners' assessments in addition to the implementation of broader processes during this qualification. This can include, but is not limited to, internal verification strategies and sampling plans, standardisation, complaints, special considerations and reasonable adjustments, feedback and learner development and pastoral support.

These reviews will occur at least once per year, per qualification. If a review is not achieved, a follow-up review is needed.

These reviews will focus on the qualification level processes and the following to ensure centres are compliant:

- Internal verification strategies, including rates and plans.
- Staff qualifications, experience and CPD
- Qualification documentation, including course handbook, modules/unit handbooks and similar materials.
- Assessment briefs, grade tracking and feedback.
- Student experience support and tracking, including implementation of reasonable adjustments, special consideration or mitigating circumstances.
- Meetings with staff members and students.

Invigilated Assessments

Where assessments require controlled conditions, therefore needing invigilators, FuturU can attend unannounced to review the assessment process. They will ensure all requirements of Joint Skills Council (JCQ) examinations are adhered to.

Centres must make FuturU aware of all controlled and invigilated assessments before they occur and update them on any amendments.

Outcomes, Sanctions and Appeals

FuturU will provide support and collaboration to the processes listed above. However, there might be times when further actions are needed. If this is the case, FuturU will work with you to identify the actions the following steps and to demonstrate the progress and impact of each.

The possible outcomes are:

- **Recommendations:** These are suggestions on how to improve practice made by the reviewer. While these will not be actionable items that require a follow-up, support may be offered following the visit.
- **Actions:** These items must be improved based on evidence in the review. They will include actionable deadlines which will be followed up on and require evidence to be submitted. If actions are not met, this can lead to further actions or sanctions being set.
- **Sanctions:** When significant issues are found, FuturU can impose sanctions. These actions stop specific processes or entire qualifications from being delivered until the problems are rectified. For example, being unable to register new learners onto the qualification, certificate learners outcomes. In some extreme cases, FuturU can remove approval status for the entire centre or specific qualifications. FuturU will always consider any impact concerning the learners currently on the programme.

All centres will be given an overall rating of red, amber or green. New centres will automatically be allocated to red until the first set of moderations are carried out to see implementation.

Rating	Description	Next Activity Timeframe
Green (low)	Centre/qualification has met all criteria, or actions have been rectified. Recommendation can occur for this outcome.	12 months
Amber (medium)	Centre/qualification meets some of the criteria, but not all. Actions needed to rectify	3 months
Red (high)	Centre/qualification is either newly approved or has demonstrated that they do not meet the requirements.	4-8 weeks

If a centre disagrees with the outcome they express their interest to appeal by emailing hello@futurU.ai. This will then follow the stages outlined in FuturU’s U13 - Complaints Process.

Revision History

Revision date	Version	Author	Revision Summary
March 2025	1.1	LTW	Expanded on CASS requirements and outcomes
April 2025	1.2	HoQ&C	Moved to new format