

U28

Centre Assessment Standards Scrutiny Policy

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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
March 2026	1.3	HoQ&C	Updated to include risk-based monitoring, clearer EQA responsibilities and regulatory alignment

Introduction

Incubated within Newcross Healthcare, FuturU stepped forward in 2024 as an independent organisation with a bold and ambitious mission.

FuturU is an education technology organisation committed to expanding access to high-quality health and social care education through innovative digital delivery models.

Through our on-demand digital platform, we deliver education and training to tens of thousands of health and social care professionals.

Alongside our learning offer, FuturU is:

- An Ofqual-regulated Awarding Organisation
- An Assessment Organisation (AO) approved to deliver assessments for a growing portfolio of apprenticeship standards in England, primarily across health and social care
- A Qualifications Scotland Approved Centre, delivering Scottish Vocational Qualifications (SVQs) to healthcare workers across Scotland

FuturU's Centre Assessment Standards Scrutiny (CASS) framework is designed to ensure that all approved centres deliver, assess, and quality-assure qualifications in line with Ofqual's General Conditions of Recognition. In particular, CASS supports compliance with:

- Condition D – Certification and awarding accuracy
- Condition F – Learner protection and fair assessment
- Condition G – Records retention and management
- Condition H – Monitoring of centres
- Condition L – Reasonable adjustments and special considerations

All CASS activities, including monitoring, risk assessment, sanctions, appeals, and external quality assurance, are conducted to uphold these regulatory requirements and maintain confidence in qualification standards.

Principles and Audience

Centre Assessment Standards Scrutiny (CASS) is FuturU's framework for monitoring the delivery, assessment and internal quality assurance of its qualifications at approved centres.

The purpose of CASS is to ensure that:

- Assessment decisions made by centres are valid, reliable, fair and consistent.
- Qualification standards are applied consistently across all approved centres.
- Centres maintain appropriate systems for the delivery, assessment and quality assurance of FuturU qualifications.
- Any risks to assessment standards are identified and addressed promptly.
- FuturU meets its regulatory obligations under the General Conditions of Recognition set by Ofqual, including Condition H – Monitoring of Centres.

CASS activities enable FuturU to maintain confidence in the integrity and quality of its qualifications and to support centres in maintaining high standards of delivery and assessment.

This policy is intended for approved centres, FuturU staff, EQAs and regulators

CASS operates alongside FuturU's Assessment Strategy and Quality Assurance policies to provide an integrated framework for maintaining qualification standards.

Assessment Design and Standardisation

FuturU ensures that all assessments used within its qualifications are designed, developed and maintained in accordance with its Assessment Strategy and regulatory requirements.

Assessment design forms the foundation of Centre Assessment Standards Scrutiny (CASS) by ensuring that assessments:

- validly measure the knowledge, skills and behaviours defined within qualification specifications.
- are reliable and capable of consistent application across centres.
- are fair, accessible and inclusive for all learners.
- minimise opportunities for malpractice and maladministration.
- support consistent assessment decisions.

Assessment materials, assessment methodologies and grading approaches are approved through FuturU's assessment development processes as defined within the Assessment Strategy.

Approved centres must deliver and assess qualifications in line with:

- approved assessment specifications.
- assessment guidance and marking criteria.
- standardisation requirements.
- reasonable adjustment and special consideration arrangements.

External Quality Assurance activities conducted under the CASS framework include monitoring how centres implement approved assessment design, including:

- adherence to assessment requirements.
- consistency of assessment decisions.
- application of grading or competency standards.
- effectiveness of internal quality assurance sampling.

Where monitoring identifies risks relating to assessment implementation, FuturU may require corrective actions, additional monitoring or standardisation activity to protect qualification standards.

Assessment Delivery and Control

Assessment conducted by approved centres must be delivered in accordance with FuturU qualification requirements and approved assessment design.

Centres are responsible for ensuring that assessment activities:

- validly measure learner achievement against qualification criteria.
- are conducted by competent assessors.
- are supported by sufficient and authentic learner evidence.
- are carried out under appropriate assessment conditions.
- maintain consistency and fairness across learners.
- comply with FuturU policies relating to malpractice, reasonable adjustments and data protection.
- ensure assessment decisions are recorded and traceable to assessment criteria.

Assessment decisions must be based solely on assessment evidence and documented assessment criteria.

Centres must implement internal quality assurance processes to review assessment decisions prior to certification to ensure consistency and reliability.

FuturU monitors assessment delivery through the Centre Assessment Standards Scrutiny (CASS) framework, including sampling of learner work, observation of assessment practice and review of internal quality assurance activities.

Where assessment practices present a risk to qualification standards, FuturU may require corrective actions, increased monitoring or apply sanctions in accordance with this policy.

Results Release and Certification

FuturU ensures that certification and release of results for its qualifications is conducted in a controlled, reliable, and auditable manner. Approved centres must follow all FuturU requirements before issuing results or certificates to learners.

Centre Responsibilities

Centres must ensure that:

- Assessment decisions have been fully reviewed and verified through internal quality assurance (IQA) processes before certification.
- All required evidence and documentation supporting assessment decisions are complete, accurate, and accessible.
- Any reasonable adjustments or special considerations have been correctly applied and recorded prior to results release.
- Learner registration and certification records are up to date and accurately maintained.
- Any sanctions or restrictions imposed under the CASS framework are applied before issuing results or certificates.
- Certificates are issued only for learners who have met all qualification requirements and in accordance with FuturU awarding rules.

FuturU Responsibilities

FuturU is responsible for:

- Providing centres with guidance on certification procedures and deadlines.
- Monitoring centre compliance with certification requirements through External Quality Assurance (EQA) activities.
- Retaining accurate records of certification decisions for regulatory and audit purposes.
- Intervening where certification controls are breached, which may include requiring corrective actions, delaying certification, or applying sanctions.

Principles

- Certification must be accurate, timely, and secure.
- Learners must receive fair, consistent, and validated results.
- Any issues that could compromise the integrity of results or certification must be escalated immediately to FuturU.

Monitoring

FuturU's CASS framework will monitor:

- Compliance with IQA verification prior to certification.
- Timely and accurate recording of learner results.

- Correct application of reasonable adjustments, special considerations, and sanctions before certificate release.
- Security and authenticity of certificates issued.

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 is responsible for ensuring this policy remains current and effective.
- FuturU External Quality Assurers are responsible for maintaining the integrity of FuturU qualifications through monitoring centre assessment practices.

Their responsibilities include:

- Conducting centre monitoring activities in line with FuturU's CASS strategy
- Reviewing the implementation of centre policies and quality assurance systems
- Sampling learner assessment evidence and reviewing assessment decisions
- Reviewing internal quality assurance processes and sampling strategies
- Providing feedback to centres on good practice and areas for improvement
- Identifying recommendations, actions or sanctions where required
- Producing monitoring reports following centre reviews
- Escalating significant concerns relating to qualification standards to the Head of Quality & Compliance.
- EQAs must operate independently, maintain professional objectivity and declare any potential conflicts of interest.

Centres are responsible for cooperating with all monitoring activities and implementing required actions.

Centres must ensure assessors and internal quality assurance staff remain competent and appropriately qualified throughout qualification delivery.

Centres must comply with the FuturU Centre Agreement and cooperate fully with monitoring activities conducted under the CASS framework.

Centres must ensure relevant staff participate in required training, standardisation and guidance activities provided by FuturU.

Centres must ensure reasonable adjustments and special considerations are applied in line with FuturU requirements and supported by appropriate evidence.

Centres must maintain accurate records and ensure lawful processing of learner data in support of monitoring and regulatory compliance.

Centres are responsible for ensuring assessments are conducted in accordance with FuturU assessment requirements and subject to effective internal quality assurance.

Definitions

- **Qualification:** A structured programme of learning and assessment developed by the awarding organisation, often in consultation with industry or professional bodies, which enables learners to demonstrate competence and achieve a recognised qualification.
- **Awarding Organisation:** The organisation responsible for the development, quality assurance, regulation and certification of qualifications.
- **Centres:** An organisation approved by FuturU to deliver learning and/or assessment for FuturU qualifications.
- **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

Any organisation wishing to deliver FuturU qualifications must first obtain centre approval and qualification approval from FuturU. This will result in them becoming a FuturU-approved centre. All centres must agree to due diligence checks which enable FuturU to evaluate their:

- organisational governance
- operational systems
- financial stability
- ability to maintain qualification standards.

As part of the approval process, FuturU may undertake financial due diligence checks to ensure centres have the financial stability required to deliver qualifications effectively.

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 to:

- Governance systems, structures and organisational charts
- Record keeping
- Internal quality assurance policies and procedures
- External Quality Assurance policies and procedures
- Self-assessment processes
- Registration and certification processes
- Malpractice and maladministration procedures
- Complaints procedures
- Appeals procedures
- Staff recruitment and development policies
- Health and safety policies
- Insurance coverage
- Equality, diversity and inclusion policies
- Learner support arrangements
- Data protection policies
- Conflict of interest policies and registers
- Artificial intelligence uses and misuse policies
- Reasonable adjustments and special considerations processes
- Assessment process controls
- Availability of appropriate learning resources.

Centre Agreement

Following successful centre and qualification approval, organisations must enter into a formal Centre Agreement with FuturU before delivering or assessing any FuturU qualifications.

The Centre Agreement sets out the conditions under which approval is granted and maintained and defines the responsibilities of both FuturU and the approved centre.

The agreement includes, but is not limited to, requirements relating to:

- compliance with FuturU policies and procedures.
- adherence to qualification and assessment requirements.
- cooperation with monitoring and External Quality Assurance activities.
- maintenance of appropriate staffing, resources and quality assurance arrangements.
- management of conflicts of interest.
- protection of learner interests.
- notification of significant organisational or operational changes.
- data protection and secure handling of assessment materials and learner data.

Centres must comply with the terms of the Centre Agreement at all times as a condition of continued approval.

Failure to meet the requirements of the Centre Agreement may result in actions or sanctions applied under the Centre Assessment Standards Scrutiny (CASS) framework.

Training and Guidance

FuturU provides training, guidance and support to approved centres to promote consistent understanding and application of qualification and assessment requirements.

Training and guidance activities support centres in maintaining compliance with FuturU policies, assessment standards and regulatory expectations.

Support may include, but is not limited to:

- centre induction following approval.
- guidance on qualification delivery and assessment requirements.
- assessor and internal quality assurer standardisation activities.
- updates relating to qualification or regulatory changes.
- guidance materials, handbooks and operational documentation.
- feedback and developmental support arising from monitoring activities.
- webinars, briefings or training events where required.

Centres are responsible for ensuring relevant staff engage with required training and guidance activities and implement updates within their delivery and quality assurance processes.

Where monitoring identifies risks relating to assessment standards, FuturU may require attendance at additional training or standardisation activities as part of improvement actions.

Training and guidance form part of FuturU's preventative quality assurance approach and complement monitoring activities conducted under the Centre Assessment Standards Scrutiny (CASS) framework.

Reasonable Adjustments and Special Considerations

FuturU is committed to ensuring fair and equitable access to assessment while maintaining the integrity and validity of its qualifications.

Approved centres must implement reasonable adjustments and special considerations in accordance with FuturU policies and guidance to ensure that learners are not disadvantaged due to disability, temporary illness, injury or other exceptional circumstances.

Reasonable adjustments are changes made before or during assessment to enable learners to demonstrate their knowledge, skills and competence without altering the assessment requirements or standards being assessed.

Special consideration refers to a post-assessment adjustment applied where a learner's performance has been affected by unforeseen circumstances beyond their control.

Centres must:

- identify learner needs at the earliest opportunity.
- apply reasonable adjustments or special considerations only as explicitly allowed by FuturU guidance and policies.
- maintain appropriate evidence supporting decisions.
- ensure assessment standards and learning outcomes are not compromised.
- retain records of decisions and approvals.
- inform FuturU where required under published procedures.

External Quality Assurance activities conducted under the CASS framework will monitor the application of reasonable adjustments and special considerations to ensure consistency, fairness and compliance with regulatory requirements.

Incorrect application may result in required actions, additional monitoring or sanctions where assessment standards are at risk.

Centre Capability, Assessor and Quality Assurance Requirements

Centres must maintain appropriate systems and resources to support qualification delivery, including:

- effective governance and management arrangements.
- secure assessment and record-keeping systems.
- processes for learner registration and certification.
- policies supporting malpractice prevention, complaints, appeals and equality of access.
- sufficient staffing and resources to support learner volumes.
- arrangements to manage conflicts of interest.

Centres must notify FuturU of significant organisational or operational changes that may affect delivery or assessment quality.

Assessor Requirements

Centres must ensure that assessors:

- possess occupational competence relevant to the qualification being assessed.
- hold, or be working towards, an appropriate assessor qualification (or recognised equivalent).
- understand FuturU assessment requirements and assessment criteria.
- participate in standardisation activities where required.
- undertake continuing professional development (CPD) to maintain occupational and assessment competence.

Assessors must make assessment decisions independently and in accordance with FuturU assessment guidance.

Internal Quality Assurance (IQA) Requirements

Centres must implement effective internal quality assurance arrangements to ensure assessment decisions are consistent and reliable.

Internal Quality Assurers must:

- hold appropriate IQA qualifications or equivalent experience.
- operate independently from assessment decisions where possible.
- implement risk-based sampling strategies.
- monitor assessor performance and feedback quality.
- maintain records of standardisation and sampling activity.

Ongoing Compliance

Centres are responsible for maintaining these requirements throughout their approval period. Failure to maintain capability or staffing competence may result in increased monitoring, required actions or sanctions under the CASS framework.

External Quality Assurance

External Quality Assurance (EQA) activities form part of FuturU's Centre Assessment Standards Scrutiny (CASS) framework and are used to monitor the ongoing compliance of approved centres and ensure that assessment standards are consistently applied.

Risk-Based Monitoring

FuturU operates a risk-based approach to centre monitoring to ensure resources are focused on areas where there is the greatest potential impact on assessment standards.

The level and frequency of monitoring may be adjusted based on a range of risk indicators, including but not limited to:

- Newly approved centres
- High learner registration volumes
- Introduction of new qualifications
- Previous monitoring outcomes or sanctions
- Identified issues relating to assessment decisions or internal quality assurance
- Complaints, appeals or malpractice investigations
- Significant staffing changes within a centre

Where higher risk is identified, FuturU may increase monitoring activity. This may include:

- More frequent external quality assurance visits
- Increased sampling of learner assessments
- Additional reporting requirements
- Targeted monitoring of specific qualifications.

Where centres demonstrate consistent compliance and effective quality assurance processes, monitoring frequency may be reduced.

Centre Risk Rating Matrix

FuturU applies a structured risk assessment approach to determine the level of monitoring required for each approved centre. This ensures monitoring activity is proportionate and focused on areas where there is the greatest potential risk to assessment standards.

Risk levels are determined by reviewing a combination of operational, quality assurance and regulatory indicators.

Risk Indicators

The following factors may influence a centre's risk rating:

Risk Area	Indicators Considered
Centre Status	Newly approved centre, probationary status, or long-standing approved centre
Learner Volumes	High learner registration numbers or rapid growth in learner numbers
Monitoring History	Previous CASS outcomes, actions or sanctions
Internal Quality Assurance	Effectiveness of internal verification and sampling strategies
Assessment Decisions	Consistency and reliability of assessment decisions
Staffing	Changes in key staff, assessor or IQA competence concerns identified through monitoring.
Qualification Delivery	Introduction of new qualifications or changes to delivery models
Complaints and Appeals	Complaints raised by learners or centres regarding assessment decisions
Training or Standardisation	Failure to engage with required training or standardisation activities.
Reasonable Adjustments or Special Considerations	Inappropriate or inconsistent application of reasonable adjustments or special considerations.
Record Keeping	Incomplete, inaccurate or inaccessible assessment records.
Malpractice and Maladministration	Investigations relating to malpractice or maladministration
Regulatory Risk	Any issues that may impact compliance with regulatory requirements

Risk Rating Outcomes

Centres are assigned a risk rating which determines the level of monitoring activity required.

All centres will be given an overall rating of red, amber or green. Newly approved centres will normally be rated Red (High Monitoring) until initial monitoring activities confirm that delivery and quality assurance processes are operating effectively.

Risk Level	Description	Monitoring Approach
Low Risk	Centre demonstrates consistent compliance and effective quality assurance processes	Standard monitoring cycle (normally annually)
Medium Risk	Some concerns identified requiring additional monitoring or support	Increased monitoring and follow-up reviews
High Risk	Significant concerns identified or newly approved centres	Intensive monitoring and shorter review cycles

Monitoring Adjustments

Where a centre's risk rating increases, FuturU may implement additional monitoring measures such as:

- Increased frequency of External Quality Assurance visits
- Additional sampling of learner assessments
- Enhanced reporting requirements
- Temporary restrictions on learner registrations
- Additional quality assurance checks prior to certification.
- Mandatory attendance at training or standardisation sessions.

Where centres demonstrate sustained compliance and improvement, their monitoring level may be reduced.

The appeal will be handled in accordance with FuturU's U13 – Complaints Policy.

FuturU reviews centre risk ratings regularly to ensure monitoring activity remains proportionate and focused on protecting the integrity of its qualifications.

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.
- Review of data protection and record-keeping practices supporting assessment decisions.

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.
- Learner assessment evidence
- Internal quality assurance sampling
- Assessment decisions and grading
- Standardisation records
- Learner registration and certification records
- Feedback to learners
- Review of Reasonable adjustments and special consideration decisions and supporting evidence
- Review of assessor and internal quality assurer competence and continuing professional development.
- Evaluation of assessment delivery practices and assessment decision-making.

Invigilated Assessments

Where assessments are conducted under controlled conditions, FuturU may conduct announced or unannounced monitoring visits to ensure assessment security, authenticity, fairness and compliance with qualification requirements.

Outcomes and Sanctions

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 collaboratively with centres to identify required actions, agree improvement measures and monitor the progress and impact of those actions.

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. Sanctions may restrict or suspend specific activities, including:
 - Registration of new learners
 - Delivery of specific qualifications

- Certification of learner outcomes
- Centre approval status
- Breaches of the centre agreement

FuturU will ensure that any sanctions applied are proportionate and consider the potential impact on learners currently undertaking the qualification.

If a centre disagrees with the outcome, they may submit an appeal by emailing hello@futurU.ai.

Appeals

FuturU provides clear processes for handling appeals to ensure fairness, transparency, and regulatory compliance. Appeals may relate to monitoring outcomes, assessment decisions, or certification.

Centre Appeals

Centres may appeal decisions made by FuturU under the Centre Assessment Standards Scrutiny (CASS) framework, including:

- Recommendations, actions, or sanctions arising from monitoring visits.
- Risk rating outcomes or adjustments in monitoring frequency.
- Decisions related to compliance with the Centre Agreement.

Process:

Centres must submit an appeal in writing to hello@futurU.ai, clearly outlining:

- The decision being appealed.
- Reasons for the appeal.
- Supporting evidence.

Appeals must be submitted within 20 working days of receiving the decision.

FuturU will review the appeal independently, ensuring that the reviewer:

- Was not involved in the original decision.
- Considers all relevant evidence.
- Maintains fairness and impartiality.

Centres will be informed of the outcome in writing, including any changes to actions, sanctions, or monitoring arrangements.

Escalation:

If a centre remains dissatisfied after the appeal outcome, they may escalate the matter following FuturU's U13 – Complaints Policy.

Learner Appeals

Learners have the right to appeal assessment decisions or results, including:

- Assessment outcomes where learners believe the decision was incorrect or inconsistent.
- The application of reasonable adjustments or special considerations affecting results.
- Certification decisions where evidence shows requirements were met but certification was withheld.

Process:

Learners must submit an appeal in writing to their centre, following the centre's internal procedures.

Centres must acknowledge receipt of the appeal and investigate impartially.

Centres must provide evidence of the assessment, IQA review, and any relevant RA/SC considerations.

If the centre's response does not resolve the appeal, learners may escalate to FuturU by emailing hello@futurU.ai.

FuturU will review the appeal, considering:

- Assessment criteria and evidence.
- Application of reasonable adjustments or special considerations.
- Compliance with IQA and assessment procedures.

Learners will receive a written decision, including any corrective actions or changes to results or certification.

Timescales:

Learner appeals should be resolved within 30 working days where possible, unless further investigation is required.

Principles

All appeals are managed to ensure that:

- Decisions are transparent, impartial, and evidence based.
- Learners and centres are treated fairly and consistently.
- Appeals processes are auditable and compliant with regulatory requirements.
- Records of appeals, investigations, and outcomes are retained in accordance with FuturU's Record Keeping and Fair Processing policies.

Record Keeping and Fair Processing

FuturU and its approved centres must maintain accurate, complete and secure records to support the delivery, assessment and quality assurance of qualifications.

Effective record keeping ensures that assessment decisions are transparent, auditable and capable of review through the Centre Assessment Standards Scrutiny (CASS) framework.

Centres must maintain records relating to:

- learner registration and certification.
- assessment decisions and learner evidence.
- internal quality assurance activities and sampling.
- reasonable adjustments and special considerations.
- assessor and IQA competence and standardisation.
- complaints, appeals and malpractice investigations.

Records must be:

- accurate and up to date.
- retained securely and protected against unauthorised access.
- accessible to FuturU for monitoring and regulatory purposes.
- retained in accordance with FuturU data retention requirements.

Fair Processing of Learner Data

Centres must process learner personal data lawfully, fairly and transparently in accordance with applicable data protection legislation and FuturU policies.

This includes ensuring that:

- learner data is collected only where necessary for qualification delivery and certification.
- learners are informed how their data will be used and shared with FuturU.
- data is shared securely for monitoring and quality assurance purposes.
- access to learner information is restricted to authorised personnel.

FuturU may access centre records and learner data where necessary to fulfil its regulatory obligations, including monitoring assessment standards and responding to regulatory requests.

Failure to maintain appropriate records or process learner data appropriately may result in actions or sanctions under the CASS framework.

Centre Assessment Standards Scrutiny Monitoring Cycle

FuturU operates a continuous monitoring cycle to ensure the quality and integrity of qualifications delivered by approved centres. This cycle ensures centres are appropriately approved, monitored and supported to maintain consistent assessment standards.

The monitoring cycle consists of three key stages:

Approval

Before delivering FuturU qualifications

Organisations must obtain both:

- Centre approval
- Qualification approval

During this stage FuturU reviews:

- governance structures
- policies and procedures
- staffing and assessor competence
- internal quality assurance processes
- resources required to deliver the qualification.

Approval confirms that the organisation has the capability to deliver and assess FuturU qualifications to the required standard.

Monitoring

Once approved, centres are subject to ongoing monitoring through the Centre Assessment Standards Scrutiny (CASS) framework.

Monitoring activities may include:

- quality systems reviews
- subject or qualification reviews
- sampling of learner assessment evidence
- review of internal quality assurance sampling
- monitoring of reasonable adjustments and special considerations
- observation of assessment practices.

Monitoring activity is conducted using a risk-based approach to ensure resources are focused on areas of greatest potential risk to assessment standards.

Intervention and Improvement

Where monitoring identifies concerns relating to assessment standards or centre processes, FuturU may implement improvement measures.

These may include:

- recommendations for improvement
- required actions with deadlines
- increased monitoring activity
- sanctions or restrictions where necessary.

Centres are expected to implement improvements within agreed timescales. FuturU will review the effectiveness of these actions to ensure standards are maintained.

Continuous Quality Assurance

This cycle operates continuously to ensure:

- qualification standards are maintained across all centres
- learners receive fair and consistent assessment
- FuturU meets its regulatory obligations under the General Conditions of Recognition set by Ofqual.

FuturU may review and update its monitoring approach periodically to ensure it remains effective and aligned with regulatory requirements.