



Quality Endorsement Scheme (QES)

Policy and Procedure

Document Specification:	
Purpose:	To set out the policy and procedures the Company will adopt in providing a Quality Endorsement Scheme for providers.
Accountability:	Gatehouse Awards Governing Body
Responsibility:	Quality Assurance Manager
Version:	1.0
Effective from:	1 st April 2018
Indicative Review date:	1 st May 2020
Links to Ofqual GCR	C3, C1, F2.
Other relevant documents:	Gatehouse Awards Qualification Specifications Gatehouse Awards Appeals Policy and Procedures Gatehouse Awards Conflict of Interest Policy and Procedure Gatehouse Awards QES Standard Submission Application

Gatehouse Awards Limited

64 Daisy Hill
Dewsbury
WF13 1LJ
UNITED KINGDOM

Tel: +44 (0)1924 609250
www.gatehouseawards.org
info@gatehouseawards.org

1. Introduction to the Quality Endorsement Scheme (QES)

Gatehouse Awards recognises the benefits in taking a collaborative approach to working with clients and has introduced a Quality Endorsement Scheme (QES). The QES is available in the UK and internationally and provides an opportunity for providers to submit details and content of their training and education programmes for endorsement and backing from a leading Awarding Organisation. With the GA QES, providers can demonstrate the quality of their delivery to their own customers with externally issued and endorsed certificates.

Whether endorsement is required for one or multiple courses, the scheme can be tailored entirely to the needs of the provider, regardless of sector or industry.

GA will review all associated quality assurance arrangements as part of the QES. By approving the provider's systems we will endorse the provision and providers may use the GA QES logo. On successful completion of the course, Candidates will be issued with a Certificate of Achievement from Gatehouse Awards.

2. QES Procedure

The QES Standard Submission procedures may differ dependent on the products the provider wishes to apply for endorsement for. As a general rule, the QES standard submission can be made by any provider using the form enclosed within this document.

Endorsement is based on documentary evidence submitted by the provider and on desk-based checks carried out by Gatehouse Awards to verify the information provided.

Providers should be aware that any endorsement is subject to verification of the information provided by them and additional visits and/or remote checks may be undertaken. Such measures may be subject to additional fees.

Unless otherwise advertised (or agreed in writing) fees for the QES are payable in advance and are non-refundable. Please refer to Gatehouse Awards' published Fees List for details (QES fees are listed in Appendix 1)

3. Notification of Endorsement Decision

Gatehouse Awards will advise the provider of the outcome of their application in writing within 20 working days of the receipt of a full and complete *QES Standard Submission Application*.

There are three possible outcomes:

- **Endorsement Confirmed:** Successful providers will be issued with a notification from GA, the Gatehouse Awards QES logos for use on their website and marketing material and any other documentation, policies or guidance they may need, including log-on details to access the Ark, the GA online learner management system.
- **Endorsement Withheld:** Where the provider has been asked to take action in order to correct or improve practices, policies or facilities prior to endorsement being granted. Once the action has been implemented, the provider should contact GA Head Office with

evidence to confirm that the actions have been completed, providing the required additional evidence. If necessary, a visit may be made before endorsement is granted. This visit is subject to an additional charge.

- **Endorsement Denied:** In some instances, a provider may not be able to meet the standards required by GA or there is sufficient cause to believe that a provider presents too high a risk to participate in the QES offered by GA. In such instances, the provider will be informed.

4. Proof of Endorsement

Where endorsement is confirmed, the provider will be granted the right to include the GA QES logo compliant with the stipulations below:

- 1 The GA QES logo must appear in a prominent place on the provider's website and/or course materials – e.g. on the front cover of physical and digital publications, or in the introduction to a video.
- 2 The logo may also appear on the inside cover, introduction pages or credits of a published resource, as appropriate.
- 3 The logo may be resized to reflect styling choices; however it must not be placed or sized in such a way that a user could reasonably assume that Gatehouse Awards published or produced the resource.
- 4 The logo must not be changed or distorted in any way, except resizing compliant with point 3., above.

5. Additional QES Applications

Providers may apply for approval for endorsement of further courses at any time by completing and submitting a subsequent *QES Standard Submission Application*. Submissions will follow the approval procedure outlined above, including timescales and published fees.

6. Period of Endorsement

Once granted, endorsement continues for the duration the course is made available, unless either party withdraws earlier.

Please note that all providers participating in the GA QES are subject to quality assurance visits at any time GA deems appropriate. Gatehouse Awards reserves the right to visit providers without prior notice.

7. Maintaining the QES

It is the provider's responsibility to maintain the course delivery and quality assurance arrangements associated with the endorsed courses. Providers must promptly inform GA of any changes and for changes to be agreed with the provider's GA contact.

Examples of changes providers should notify GA about:

- significant changes in: operation and staffing, the course content, assessment requirements or Guided Learning Hours
- a change to the method of delivery, i.e. introduction of a distance learning version of the course where the endorsement was granted for classroom learning provision
- not entering a viable number of Candidates over a 12 month period
- the provider has been subject to a sanction due to malpractice or serious maladministration with regards to any course, qualification or endorsed provision, or has had approval or endorsement withdrawn, from GA or other Awarding Organisation.

8. Withdrawal and Suspension of Endorsement

GA may withdraw or suspend a provider's use of the QES in instances where:

- the provider has not complied with the GA Terms and Conditions of Business or any of GA policies, regulations, requirements, procedures and guidelines
- there are major deficiencies in the assessment process leading to actual or potential malpractice
- the provider has not entered a viable number of Candidates/has been inactive within the previous twelve months
- payment for GA services has not been received in accordance with the payment terms
- the provider becomes bankrupt, insolvent, ceases trading or goes into liquidation
- there is a change in control of the provider which gives rise to a significant cause for concern as to the risk to the ongoing reputation of the provider and of GA by association
- GA is in receipt of information regarding the provider from a third party (such as another Awarding Organisation, Regulator or other Government body) which indicates that the provider poses a significant reputational, financial or regulatory risk to GA, its Candidates or the Regulators by association
- there has been a failure to provide GA with details of any changes which may affect the provider's ability to maintain the QES effectively

GA may decide not to withdraw the approval immediately but to suspend the provider, or use of specific endorsed product(s), for a period of time needed to investigate and/or resolve issues. If GA withdraws approval, the earliest date on which the provider may reapply may be provided, however, in the case of withdrawal due to serious malpractice, the provider will not be allowed to reapply for QES at any time. In such instances it may also be deemed appropriate to preclude its directors or senior management from holding any further approvals with GA. This will be assessed on a case-by-case basis, taking into account any associated risks.

9. Data Protection Statement

GA will collect and hold all data in line with guidance issued by the Information Commissioner. The data will be used for the creation of monitoring statistics. The data will not be disclosed to any third parties or organisations, except where there is a statutory requirement. Under the Data Protection Act 1998 providers must ensure that candidates are aware of how their personal data will be processed. As this includes sensitive personal data the candidate must give their consent to this prior to being registered on the Ark. A full Data Protection Policy is available from Gatehouse Awards on request.

Appendix 1: QES Fees List

How much does QES cost?

An upfront approval fee of £580 includes a review of your provision to ensure the appropriate quality systems and resources are in place. Annual fees are paid after approval and include an annual quality systems review.

Annual Fees	
1 Course	£580
2 - 20 Courses	£580 for the first Course; £58 per additional Course
21+ Courses	£1700

Registration Fees (per Candidate)	
Number of registrations per year	Fee per certificate
1 - 499 registrations	£12
500+ registrations	£8