QUALIFICATION SPECIFICATION

gateway qualifications

Access to HE

Apprenticeships

Digital

Employability & Enterprise

English & Maths

ESOL

Personal & Social Development

Professional Development

Vocational

Skills for Business and Administration (Level 2)

This qualification specification covers the following qualifications:

Qualification Number	Qualification Title
600/9933/1	Gateway Qualifications Level 2 Award In Skills for Business and Administration
600/9935/5	Gateway Qualifications Level 2 Certificate In Skills for Business and Administration
600/9934/3	Gateway Qualifications Level 2 Extended Certificate in Skills for Business and Administration
601/0343/7	Gateway Qualifications Level 2 Diploma In Skills for Business and Administration

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1.1 June 2020)	Front, back covers and RPL statement updated.	n/a
1.2 (April 2021)	Qualification approval from Qualifications Wales removed.	Pg7 and 8

About this qualification specification

This qualification specification is intended for tutors, internal quality assurers, centre quality managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualifications. It also contains information specific to managing and delivering the qualifications including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and quality assurance practice.

In order to offer these qualifications you must be a Gateway Qualifications recognised centre and be approved to offer the qualifications.

If your centre is not yet recognised, please contact our Development Team to discuss becoming a Gateway Qualifications Recognised Centre:

Telephone: 01206 911211
Email: enquiries@gatewayqualifications.org.uk
Website: www.gatewayqualifications.org.uk/recognition

Contents

1. Qualification Information 7
1.1 About the qualifications 7
1.2 Purpose 7
1.3 Funding 7
1.4 Geographical coverage 8
1.5 Progression opportunities 8
1.6 Equality, diversity and inclusion 8
2. Learner Entry Requirements 9
2.1 Key information 9
2.2 Access to qualifications for learners with disabilities or specific needs 9
2.3 Recruiting learners with integrity 10
3. Qualification Details 11
3.1 Achievement methodology 11
3.2 Qualification size 11
3.3 Qualification structure 12
Gateway Qualifications Level 2 Award In Skills for Business and Administration 12
Gateway Qualifications Level 2 Certificate In Skills for Business and Administration 13
Gateway Qualifications Level 2 Extended Certificate in Skills for Business and Administration 13
Gateway Qualifications Level 2 Diploma In Skills for Business and Administration 13
3.4 Recognition of prior learning 17
3.5 Links to other qualifications 17
4 Assessment 18
4.1 Assessment overview 18
4.2 Assessment format 18
4.3 Assessment language 18
4.4 Support materials and resources 18
4.5 Access Arrangements, Reasonable Adjustments and Special Considerations 18
5 Centre Recognition and Qualification Approval 21
5.1 Centre Recognition 21
5.2 Centre requirements 21
5.3 Qualification-specific tutor/assessor requirements 21
6 Quality Assurance 22
6.1 Internal Quality Assurance 23
6.2 Quality assuring centre marking 23

6.3 Malpractice 24
6.4 Additional quality assurance requirements 24
7 Learner Registration and Results 25
7.1 Registration 25
7.2 Awarding 25
7.3 Issuing results 25
7.4 Appeals 25
7.5 Enquiries 25
8 What to do next 26
9 Gateway Qualifications 26

1. Qualification Information

1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

These qualifications are intended to equip learners with the underpinning knowledge and skills specific to the business and administration sector together with transferable employability skills. They are designed to support progression to further learning and ultimately to work in business and administration or other related sectors.

The Skills for Business and Administration qualifications form part of a suite of 'Skills for…' qualifications that cover a number of sectors and are available at Entry 3, Level 1 and Level 2. The employability skills units are common across the suite, enabling easy transfer of credits between qualifications and supporting opportunities for cross-faculty working.

The qualifications have been developed with the support of a number of further education colleges, training providers and adult and community learning providers. They have been designed to be consistent with the principles for study programmes for 16-19 year olds but are also relevant, particularly in the case of the smaller qualifications, for adults including the unemployed. These qualifications are also suitable for pre-16 learners.

The qualifications offered by Gateway Qualifications in Skills for Business and Administration link to the National Occupational Standards for Business and Administration. They provide some of the underpinning knowledge and practical skills that will support progression to a relevant competency-based qualification.

1.2 Purpose

The qualification purpose is to:

- enable learners to develop the knowledge, understanding and skills to aid progression to further study in business and administration or a related area or to enter the workplace
- enable learners to enhance their English and mathematical competence in relevant, applied scenarios and support learners development of transferable interpersonal and employability skills.

1.3 Funding

For information regarding potential sources of funding please visit the following the Education and Skills Funding Agency:

https://www.gov.uk/government/organisations/education-and-skills-funding-agency.

1.4 Geographical coverage

These qualifications are approved by Ofqual to be offered in England.

If a centre based outside England would like to offer these qualifications, they should make an enquiry to Gateway Qualifications. The qualifications are not available for delivery in Northern Ireland.

1.5 Progression opportunities

These qualifications are designed to enable progression into further learning at the same level (e.g. from an award to a certificate) or to further learning at a higher level. The strong focus on transferable employability skills means that learners will have the necessary skills to progress directly into employment, particularly where work-based training is offered.

1.6 Equality, diversity and inclusion

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

2. Learner Entry Requirements

2.1 Key information

Qualification Titles	Gateway Qualifications Level 2 Award In Skills for Business and Administration Gateway Qualifications Level 2 Certificate In Skills for Business and Administration Gateway Qualifications Level 2 Extended Certificate in Skills for Business and Administration Gateway Qualifications Level 2 Diploma In Skills for Business and Administration
Age	16-18, 19+
Prior qualifications or units	There are no prior qualification requirements for these qualifications.
Prior skills/knowledge/ understanding	There is no requirement for learners to have prior skills, knowledge or understanding. However, learners should normally have achieved or be working towards qualifications in English and maths at least at level 1.
Restrictions	There are no restrictions to entry for these qualifications.
Additional requirements/guidance	There are no additional rules or guidance regarding learner entry requirements.

2.2 Access to qualifications for learners with disabilities or specific needs

1. Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

2. Gateway Qualification has a duty to permit a reasonable adjustment where an assessment arrangement would put a disabled person at a substantial disadvantage in comparison to someone who is not disabled. Please refer to Section 4.5 Access Arrangement, Reasonable Adjustments and Special Considerations for further details.

2.3 Recruiting learners with integrity

Centres must recruit learners with integrity. They must ensure that learners have the correct information and advice on their selected qualification and that the qualification will meet their needs.

Centres must assess each potential learner and make justifiable and professional judgements about their potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification.

3. Qualification Details

3.1 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

3.2 Qualification size

Qualification Title	Total Qualification Time	Guided Learning	Credit Value
Gateway Qualifications Level 2 Award In Skills for Business and Administration	60	48	6
Gateway Qualifications Level 2 Certificate In Skills for Business and Administration	150	116	15
Gateway Qualifications Level 2 Extended Certificate in Skills for Business and Administration	250	188	25
Gateway Qualifications Level 2 Diploma In Skills for Business and Administration	390	298	39

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and

- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

3.3 Qualification structure

The qualification requirements are provided below.

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within unit specifications. Unit contents, including the learning outcomes and associated assessment criteria, are published on the Gateway Qualifications website and are also available to download from the qualification library in the online system Prism.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.4 Recognition of Prior Learning (RPL)**

Gateway Qualifications Level 2 Award In Skills for Business and Administration

Learners must complete at least one unit from the Mandatory Group (M), totalling a minimum of 3 credits and 3 further credits from either Group M or Group O1 (Optional Units).

Mandatory (M)

Unit Number	Title	Level	Credit Value	GLH
R/617/4085	Communication skills for work	2	3	24
Y/505/2494	Understanding Business Organisations	2	3	24

Optional (O1)

Unit Number	Title	Level	Credit Value	GLH
*T/505/2468	Budgeting and Managing Money	2	3	24
L/505/2461	Business Documentation	2	3	24
F/505/2490	Promoting Products and Services	2	3	24
A/504/8115	The Marketing Environment	2	3	24
T/505/2471	The Role of an Administrator	2	3	24
K/504/7851	Understanding Business Meeting Techniques	2	3	27
*R/505/2476	Understanding Finance in a Business Context	2	3	24
M/505/2498	Working in Business Teams	2	3	24
D/505/2500	Working with Customers	2	3	24
H/505/2501	Working with Office Equipment and Systems	2	3	24
T/505/2485	Working with People in Organisations	2	3	24

*R/505/2476 (Understanding Finance in a Business Context) is barred against T/505/2468 (Budgeting and Managing Money).

Gateway Qualifications Level 2 Certificate In Skills for Business and Administration

Learners must achieve 15 credits. They must complete the two mandatory units from the Mandatory Group (M), totalling 6 credits. In addition, they must complete a minimum of 6 credits from Group O1 (Optional Units - Business and Administration) and 3 further credits from either Group O1 or Group O2 (Optional units - Employability Skills, English and Maths). At least 10 credits must be at level 2 or above. Learners cannot include more than one unit with the same or similar title.

Gateway Qualifications Level 2 Extended Certificate in Skills for Business and Administration

Learners must achieve 25 credits. They must complete the two mandatory units from the Mandatory Group (M) totalling 6 credits. In addition, they must complete a minimum of 14 credits from Group O1 (Optional Units - Business and Administration) and 5 further credits from either Group O1 or Group O2 (Optional Units - Employability Skills, English and Maths). At least 17 credits must be at level 2 or above. Learners cannot include more than one unit with the same or similar title.

Gateway Qualifications Level 2 Diploma In Skills for Business and Administration

Learners must achieve 39 credits. They must complete the two mandatory units from the Mandatory Group (M) totalling 6 credits. In addition, they must complete a minimum of 23 credits from Group O1 (Optional units - Business and Administration) and 10 further credits from either Group O1 or Group O2 (Optional units - Employability Skills, English and Maths). At least 25 credits must be at level 2 or above. Learners cannot include more than one unit with the same or similar title.

Mandatory (M)

Unit Number	Title	Level	Credit Value	GLH
R/617/4085	Communication skills for work	2	3	24
Y/505/2494	Understanding Business Organisations	2	3	24

Optional Units - Business and Administration (O1)

Unit Number	Title	Level	Credit Value	GLH
*****T/505/2468	Budgeting and Managing Money	2	3	24
*****F/505/2456	Business Communication	3	6	42
*L/505/2461	Business Documentation	2	3	24

Unit Number	Title	Level	Credit Value	GLH
*Y/504/7828	Creating Business Documents	1	3	30
K/505/2466	Creating Business Web-pages	2	6	48
K/617/4156	Digital skills for work	2	3	24
K/617/4089	Exploring and presenting enterprise ideas	2	3	24
K/617/4092	Exploring entrepreneurship	2	2	16
A/617/4100	Introduction to self-employment	2	3	24
F/505/2490	Promoting Products and Services	2	3	24
L/505/2492	Running an Enterprise Activity	2	5	40
R/505/2493	Running an Event	2	4	32
H/504/7847	Supporting Business Meetings	1	3	25
M/504/7849	Supporting Sustainability in an Office Environment	2	2	16
A/504/8115	The Marketing Environment	2	3	24
*T/505/2471	The Role of an Administrator	2	3	24
*K/504/7851	Understanding Business Meeting Techniques	2	3	27
*J/505/2488	Understanding Business Meeting Techniques	3	3	24
*R/505/2476	Understanding Finance in a Business Context	2	3	24
D/505/2495	Understanding Legislation and Regulations in a Customer Service Context	2	2	16
H/505/2482	Understanding Online Business Activities	2	4	32
*K/504/8109	Working as an Administrator	1	3	20
*M/504/7978	Working in an Office	1	2	16
*M/505/2498	Working in Business Teams	2	3	24
D/505/2500	Working with Customers	2	3	24
H/505/2501	Working with Office Equipment and Systems	2	3	24
*T/505/2485	Working with People in Organisations	2	3	24

*R/505/2476 (Understanding Finance in a Business Context) is barred against T/505/2468 (Budgeting and Managing Money).

*T/505/2485 (Working with People in Organisations) is barred against M/504/7978 (Working in an Office).

*H/504/7847 (Supporting Business Meetings) is barred against K/504/7851 (Understanding Business Meeting Techniques).

*H/504/7847 (Supporting Business Meetings) is barred against J/505/2488 (Understanding Business Meeting Techniques).

*K/504/7851 (Understanding Business Meeting Techniques) is barred against J/505/2488 (Understanding Business Meeting Techniques).

*K/504/8109 (Working as an Administrator) is barred against T/505/2471 (The Role of an Administrator).

*****Y/504/7828 (Creating Business Documents) is barred against L/505/2461 (Business Documentation).

*Y/504/7828 (Creating Business Documents) is barred against F/505/2456 (Business Communication).

*L/505/2461 (Business Documentation) is barred against F/505/2456 (Business Communication).

Optional - Employability Skills (O2a)

Unit Number	Title	Level	Credit Value	GLH
H/617/4060	Applying for a job	2	2	16
F/617/4065	Career planning	2	3	24
T/617/4077	Customer service skills	2	2	16
F/617/4096	Health and safety in the workplace	2	2	20
J/617/4097	Interview skills	2	3	24
M/617/4109	Leadership skills	2	2	16
Y/617/4105	Making the most of work placement	2	3	24
D/617/4106	Negotiation skills	2	3	24
J/617/4147	Numeracy skills for work	2	3	24
F/617/4129	Searching for a job	2	2	16
F/617/4132	Self-management skills for work	2	2	16
R/617/4135	Setting and Meeting Work-Related Targets	2	2	16
D/504/6261	Skills for Creative Thinkers	2	2	15
A/504/7627	Skills for Effective Participants	2	2	15
Y/504/6257	Skills for Independent Enquirers	2	2	15
M/504/6913	Skills for Reflective Learners	2	2	15
H/617/4141	Solving work-related problems	2	2	16
T/617/4144	Time management	2	2	20
*****J/617/4150	Working in a team	2	3	24
*Y/617/4153	Working with colleagues	2	2	16

Optional - English (O2b)

Unit Number	Title	Level	Credit Value	GLH
Y/505/6321	Engage in Discussion	1	2	20
H/505/4149	Engage in Discussion	2	2	20
D/505/6319	Listen and Respond	1	2	20
M/505/4137	Listen and Respond	2	2	20
L/505/4131	Read for Information	1	3	30
K/505/6324	Read for Information	2	3	30
Y/505/6318	Read for Purpose and Meaning	1	3	30
H/505/6323	Read for Purpose and Meaning	2	3	30
R/505/6320	Speak to Communicate	1	2	20
J/505/4144	Speak to Communicate	2	2	20
D/505/6322	Write to Communicate	1	3	30
M/505/6325	Write to Communicate	2	3	30
F/505/4160	Write with Accuracy	1	3	30
T/505/6326	Write Fluently and Accurately	2	3	30

Optional - Maths (O2c)

Unit Number	Title	Level	Credit Value	GLH
F/505/4868	Making Calculations	1	3	30
Y/505/4875	Making Calculations	2	3	30
M/505/4882	Money, Time and Temperature	1	3	30
D/505/4876	Money, Time and Temperature	2	3	30
A/505/4867	Numbers, Decimals, Fractions and Percentages	1	3	30
H/505/4877	Numbers, Decimals, Fractions and Percentages	2	3	30
J/505/4869	Numerical Relationships, Algebra and Ratios	1	2	20
K/505/4878	Numerical Relationships, Algebra and Ratio	2	2	20
J/505/4872	Using and Communicating Data	1	3	30
M/505/4879	Using and Communicating Data	2	3	30
A/505/4870	Using Probability	1	2	20
H/505/4880	Using Probability	2	2	20
L/505/4890	Using Size, Shape and Space	1	3	30
K/505/4881	Using Size, Shape and Space	2	3	30

3.4 Recognition of prior learning

Recognition of Prior Learning (RPL) provides learners and Centres with an alternative assessment method by which a learner's previous achievements can meet the assessment requirements for a unit/qualification through the knowledge, understanding or skills that they already possess and so, do not need to develop these through a course of learning.

It enables the recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable to contribute to a unit, units or a whole qualification according to the RPL criteria for a given qualification.

Qualification Number	Qualification Title	RPL Permitted
600/9933/1	Gateway Qualifications Level 2 Award In Skills for Business and Administration	No
600/9935/5	Gateway Qualifications Level 2 Certificate In Skills for Business and Administration*	Yes
600/9934/3	Gateway Qualifications Level 2 Extended Certificate in Skills for Business and Administration*	Yes
601/0343/7	Gateway Qualifications Level 2 Diploma In Skills for Business and Administration*	Yes

*The recognition of prior learning is permitted for this qualification and includes the prior attainment of units on a qualification offered by Gateway Qualifications, e.g. where a learner progresses from a smaller qualification to a larger qualification and where the qualifications have shared content such as an Award, Certificate and/or Diploma.

Centres should refer to the Gateway Qualifications' Recognition of Prior Learning policy and follow the process available on the website.

3.5 Links to other qualifications

These qualifications form part of a suite 'Skills for…' qualifications in a number of sectors and across Entry 3, Level 1 and Level 2. The employability skills units are common across the suite and also appear within Gateway Qualifications provision in Employability Skills.

4 Assessment

4.1 Assessment overview

Should a learner not achieve the required standard to pass an assessment, further teaching and learning should take place before attempting the assessment again.

4.2 Assessment format

The method of assessment for the qualifications is through a portfolio of evidence.

4.3 Assessment language

The qualifications are assessed in English only.

4.4 Support materials and resources

In addition to this qualification specification, the following resources are available on the Gateway Qualifications website:

- Centre Handbook

4.5 Access Arrangements, Reasonable Adjustments and Special Considerations

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria. Gateway Qualifications understands its requirement as an awarding organisation to make reasonable adjustments where a learner, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled.

Gateway Qualifications has identified reasonable adjustments permissible as detailed below. A reasonable adjustment is unique to an individual and therefore may not be included in the list of available access arrangements.

Centres do not need to apply to Gateway Qualifications for approval of reasonable adjustments unless adaptation of externally set assessments is required.

Learners can have access to all forms of equipment, software and practical assistance, such as a reader or a scribe that reflect their normal way of working within the centre. However, such adjustments must not affect the reliability or validity of assessment outcomes or give the candidate an assessment advantage over other candidates undertaking the same or similar assessments.

The following adaptations are examples of what may be considered for the purposes of facilitating access, as long as they do not impact on any competence standards being tested:

- adapting assessment materials;
- adaptation of the physical environment for access purposes;
- adaptation to equipment;
- assessment material in an enlarged format or Braille;
- assessment material on coloured paper or in audio format;
- British Sign Language (BSL);
- changing or adapting the assessment method;
- changing usual assessment arrangements;
- extra time, e.g. assignment extensions;
- language modified assessment material;
- practical assistant;
- prompter;
- providing assistance during assessment;
- reader;
- scribe;
- transcript;
- use of assistive software;
- using assistive technology;
- use of CCTV, coloured overlays, low vision aids;
- use of a different assessment location;
- use of ICT/responses using electronic devices.

It is important to note that not all the adjustments (as above) will be reasonable, permissible or practical in particular situations. The learner may not need, nor be allowed the same adjustment for all assessments.

Learners should be fully involved in any decisions about adjustments/adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specified assessment criteria for a particular qualification.

All reasonable adjustments made by the centre must be recorded on the Gateway Qualifications' Reasonable Adjustments Form and should be made available to Gateway Qualifications upon request. Guidance on the process for applying for formal adjustments can be found on the Forms and Guidance page of Gateway Qualifications' website.

All adjustments to assessment/s must be authorised by the centre's named Quality Assurance nominee or a member of staff with delegated authority where a centre is permitted to make reasonable adjustments, i.e. for internally marked assessments.

Centres should keep records of adjustments they have permitted and those they have requested from Gateway Qualifications. These records should normally be kept for 3 years following the assessment to which they apply.

It is recommended that centres nominate members of staff to take responsibility for demonstrating the implementation and recording of adjustments to assessments for monitoring by Gateway Qualifications or the regulatory authorities.

Special Considerations

Requests for special consideration should be submitted as soon as possible. Please refer to the Reasonable Adjustments and Special Consideration Policy.

5 Centre Recognition and Qualification Approval

5.1 Centre Recognition

Both centre recognition and qualification approval must be gained before centres are permitted to deliver these qualifications.

Guidance on the centre recognition and qualification approval processes is available on the website: https://www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/

5.2 Centre requirements

Centres must ensure that they have the appropriate resources in place when delivering performance units from vocational areas.

In the delivery of qualification and units to pre-16 learners centres are required to exercise due diligence in respect of the following:

- the learner's needs and access to information and advice about the units offered and how the course of learning will meet their needs;
- the learner's present capacity to undertake the tasks set by tutors, and tutors understanding of how particular tasks accord with the assessment criteria for the unit;
- tutors should be fully conversant with the qualification and unit specification/s offered to learners, where clarification is required the centre should consult with the assigned External Quality Assurer for further advice and guidance in the delivery of units and refer to the Centre Handbook and Reasonable Adjustment and Special Consideration policy and guidance.
- centres will be required to have appropriate and up to date risk assessments and ensure that appropriate support and supervision is provided; appropriate subject specialist knowledge should be consulted where the possibility of harm to learners is identified; this will be monitored through Gateway Qualifications' quality assurance process.
- the centre contact for the unit/qualification being delivered must ensure that all procedures relating to the delivery of the unit/qualification operate effectively in the centre.

5.3 Qualification-specific tutor/assessor requirements

There are no additional internal/external quality assurance requirements for these qualifications.

6 Quality Assurance

Centres should refer to the online Centre Handbook for further guidance.

The quality assurance process for these qualifications is through risk-based external quality assurance monitoring through reviews of centres' internal quality assurance systems against key quality standards and sampling of assessment decisions and internal quality assurance activity to ensure that qualification standards are maintained.

Centre monitoring is undertaken by an External Quality Assurer (EQA) allocated to the centre. The EQA plays a critical role in the Gateway Qualifications approach to centre assessment standards scrutiny as they are responsible for:

- carrying out an annual compliance visit
- validating the centre's procedures for delivery of qualifications and assessment
- completing reports for each visit with clear action points where needed
- risk rating centres on the above.

The EQA carries out an initial risk assessment at the centre recognition stage and then annually on an on-going basis using Gateway Qualifications' risk assessment criteria, and gives a high/medium/low risk rating in each of the following categories:

- centre resourcing and arrangements: this includes consideration of centre staffing, induction and training, policies and compliance with our centre agreement
- internal assessment and delivery: including reference to staff knowledge and skills, understanding of requirements, and appropriateness of delivery arrangements; also, delivery of external assessments including invigilation, conduct of assessments and confidentiality (where appropriate)
- internal quality assurance: covering IQA procedures, whether staff are appropriately trained, and standardisation arrangements in place
- learner experience: that embraces appropriateness of initial assessment and learners being on the correct programme, learner induction and course support.

EQAs arrange quality monitoring visits to all recognised centres. These visits:

- monitor the centre's compliance with the centre recognition terms and conditions by reviewing programme documentation and meeting managers and centre staff
- identify any staff development needs
- ensure that all procedures are being complied with, through an audit trail, and make sure that the award of certificates of completion to learners is secure.

EQAs contact the centre in advance of a visit, however Gateway Qualifications reserves the right to undertake unannounced visits including during assessment times.
EQAs will request information from the centre in advance of a planned visit to help inform the evidence to be reviewed during the visit. Centres are obliged to comply with any requests for access to premises, people and records for the purposes of the monitoring visit. If a centre fails to provide access, then Gateway Qualifications will take appropriate action.
Once a visit date has been agreed, the centre should ensure that the appropriate members of staff attend the meeting, all requested documentation is provided and access to qualification, learner and staff records is available.

If a centre cancels a pre-arranged monitoring visit at short notice the EQA must be satisfied that there was a legitimate reason for the cancellation. If this cannot be established, Gateway Qualifications reserves the right to withhold certification claims until a monitoring visit is completed.

Following the visit, the EQA completes a monitoring report which will be sent to the centre for reference afterwards.

The frequency of the quality monitoring visits will be determined by the volume of learner registrations and the actions arising from previous monitoring activity.
Centres found in breach of these procedures may be subject to sanctions by Gateway Qualifications. Please refer to the Gateway Qualifications Sanctions Policy.

6.1 Internal Quality Assurance

As the assessments are tutor marked the centre must operate an internal quality assurance process. This ensures that qualification standards are being applied consistently within a centre through training, standardisation, sampling of marking and feedback. A centre's internal quality assurance process is led by the Internal Quality Assurer (IQA) who is responsible for ensuring that all tutors are marking assessments in line with the standards set by Gateway Qualifications.

Internal Standardisation
Internal standardisation is a collaborative process by which tutors within a centre consider work that they have marked and, using pre-determined criteria, reach a common agreement on standards as being typical of work at a particular level by comparing samples and providing peer evaluation.

Standardisation will be facilitated by the Centre's IQA and should include all those involved in marking assessments. Centre standardisation events should be held at regular intervals and to a schedule which reflects delivery patterns and supports the marking of live assessments. Centres will be required to keep records of each internal standardisation event including the date, attendees and notes on any outcomes and actions. Centres will be required to store these reports securely for three years and Gateway Qualifications may ask to see these records as part of the centre quality assurance and monitoring activities.

6.2 Quality assuring centre marking

Once the internal quality assurance process is complete, an EQA will be allocated to a centre to sample the centre marking.

The sample selected is based on the number of learners and the centre's risk rating, derived from centre monitoring.

Evidence of the inconsistent marking and actions taken informs the centre's risk rating and this information will be taken into account with the sampling of future assessments, for example, leading to an increase in sampling size.

6.3 Malpractice

Malpractice is any deliberate activity, neglect, default or other practice that compromises the integrity of the internal and external assessment process, and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of a regulated qualification
- the validity of a result or certificate
- the reputation and credibility of Gateway Qualifications
- the qualification to the public at large.

Centre staff should be familiar with the contents of Gateway Qualifications Malpractice and Maladministration Policy.

6.4 Additional quality assurance requirements

There are no additional internal/external quality assurance requirements for these qualifications.

7 Learner Registration and Results

7.1 Registration

Centres will register learners via the online registration portal. Learner registration guidance is available on our website, https://www.gatewayqualifications.org.uk/advice-guidance/help-admin-tasks/registering-learners/.

7.2 Awarding

The qualifications will be awarded as Pass or Fail.

7.3 Issuing results

Results for learners who do not reach the minimum standard for a pass will be recorded as fail.

7.4 Appeals

Centres must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by Centres, which will include a named contact at the Centre. These arrangements have to be transparent and accessible in order that appeals from learners can be received, considered and resolved fairly.
Please refer to the Gateway Qualifications' Appeals policy:
https://www.gatewayqualifications.org.uk/wp-content/uploads/2017/09/Appeals-Policy.pdf

7.5 Enquiries

Enquiries about assessment decisions should be made once the centre has followed its internal enquiries and appeal procedures.

Contact details are available on our website:
https://www.gatewayqualifications.org.uk/contact-us/

8 What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as Gateway Qualifications centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

9 Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF) and Qualification Wales to offer regulated qualifications in Wales.

gateway qualifications

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