

Stakeholder Engagement Policy

Purpose

This Stakeholder Engagement Policy outlines Gateway Qualifications' approach to communicating and working with stakeholders. Engagement is an integral part of developing our understanding of the needs of our stakeholders to help us to shape and inform our operations, policies, business plans and priorities.

The purpose of Gateway Qualifications' stakeholder engagement activity is to ensure a thorough understanding of the wide range of interests of our stakeholders and the impact of our future plans and priorities on them.

Gateway Qualifications has a large and diverse stakeholder group. Therefore, Gateway Qualifications is committed to engaging with different stakeholders for different purposes and enabling diverse interests and individuals to contribute to our strategic direction. We confirm our determination to engage in constructive dialogue in which all voices have an opportunity to contribute.

Gateway Qualifications recognises that our stakeholders have different levels of influence on us and within the education industry and they have varying areas of interest. We intend to develop new relationships and to recognise changing levels of stakeholder influence in the future as we work with stakeholders to support Gateway Qualifications' compliance with the regulatory regime.

Scope

This Policy covers the engagement of both internal and external stakeholders, including but not limited to:

- **External Stakeholders** - Recognised Centres, Apprenticeship Training Providers, Learners/Apprentices, regulatory bodies, and other relevant parties.
- **Internal Stakeholders** - Gateway Qualifications' Board of Trustees, Committee members, staff, and wider workforce including consultants, qualification developers, and assessment personnel.

Audience

This Policy is intended for the following audience:

- Recognised Centres ("Centres") in relation to the offer of qualifications including all Centre staff, associates, freelance staff and contractors
- Apprenticeship Training Providers ("Providers") in relation to End-point assessment – including all staff, associates, freelance staff and contractors
- Learners/Apprentices
- Gateway Qualifications' Board of Trustees and Committee members
- Gateway Qualifications' staff

- Gateway Qualifications' wider workforce – including consultants, qualification developers, assessment associates, External Quality Assurers, Markers, Assessors, Internal Quality Assurers, Centre and Subject Moderators.

Definitions

- **Stakeholder** – An individual or group with an interest in Gateway Qualifications and its services. Stakeholder engagement is a key part of our regulatory compliance and an important contributor to our strategic objectives.

Responsibilities

Gateway Qualifications

We know what is important to Gateway Qualifications. We want to know what is important to our stakeholders, to understand the impact of the awarding organisation on stakeholders' roles and priorities, and to ensure that we communicate with and respond to stakeholders' expectations fully and appropriately.

Related Policies and Documents

- Equity, Diversity and Inclusion Policy
- Conflicts of Interest Policy and Procedure
- Feedback and Complaints Policy

Equity, Diversity and Inclusion Statement

Throughout the development of the policies and processes cited in this document, we have given due regard to the need to eliminate discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited under the Equality Act 2010) and those who do not share it.

Strategic Goal

Our goal is to work with stakeholder groups to inform business plans, product and assessment development and our future strategic direction, so that Gateway Qualifications' curriculum, support and product offer will meet our stakeholders' needs.

Strategic Plan - Engagement

To communicate effectively Gateway Qualifications' mission, vision and aims, and outline plans for the future, and to influence and be influenced by key stakeholders with an interest

in the education industry towards joint delivery of a shared vision. Key areas where stakeholders are involved include:

- governance
- strategic planning
- product consultation and development
- product evaluation and review
- service improvement
- achieving funding for products.

We consult with stakeholders to ensure that we identify, engage and gain insight from a diverse range of stakeholders to ensure our product offer is fit for purposes, accessible and so that all reasonable steps are taken to ensure that our business operations are not unduly burdensome or unnecessary.

The approach to stakeholder engagement is a collaborative process with the Board of Trustees having oversight of plans for and progress towards the delivery of the business's strategic goals.

The objectives of stakeholder engagement consultation are:

- To be informed about business planning and the progress of implementation, including risks and issues.
- To offer constructive contributions and challenges on the development of a new approach to collaborative business development.
- To collate and bring forward feedback from stakeholders to support Gateway Qualifications' consultation process.
- To provide an informed view to other stakeholders as necessary.

The Policy seeks to ensure effective compliance with the regulators, including Ofqual, Qualifications Wales and QAA, whilst maintaining business integrity by working with interested groups.

Review arrangements and monitoring

Gateway Qualifications will periodically review this Policy and the associated procedures and revise as necessary. As part of the review consideration will be given to feedback received and regulatory/legislative requirements.

If you would like to feedback on any views on this Policy, please contact us via the details provided at the end of this document.

Gateway Qualifications' Quality and Standards Committee is responsible for monitoring the effectiveness of the application of this Policy. An annual summary is provided to the Board of Trustees for monitoring and ratification.

Legal and Regulatory References

UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies that relate to Gateway Qualifications' status as an awarding organisation will reference any conditions and criteria that they address.

This Policy addresses the following legislation and/or regulatory requirements:

Regulator or Relevant Governing Body	Reference Details	Legislation/Regulatory Reference
Ofqual	General Conditions of Recognition	Condition No: D1 Fitness for purpose of qualifications E1 Qualifications having an objective and support
Qualification Wales	Standard Conditions of Recognition	Condition No: D1 Fitness for purpose of qualifications E1 Qualifications having an objective and support
Qualification Assurance Agency	QAA Licensing Criteria (until 31 st July 2026_	Criteria No: 2, 4, 11 59, 66, 82, 84
	QAA Access to HE Conditions (from 1 st August 2026)	Condition D1: Content and structure of Diplomas

Contact us

If you have any queries about the contents of the policy, please contact:

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Document Controls

Document Name	Stakeholder Engagement Policy
Version	2.3
Approval	May 2026
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Owner	Chief Executive Officer

Revision History

Revision Date	Version	Updated By	Summary of Changes
May 2026	2.3	Director of Awarding	<p>Update to remove references relating to End-point Assessment with Apprenticeship Assessment as applicable.</p> <p>Minor amendment to expand the third Party organisations that may be notified to include other Awarding Organisations and Access Validating Agencies.</p>
June 2025	2.2	Director of Awarding	<p>Policy transferred to the new policy document template. Removed procedural content to ensure concise reflection of the Policy.</p>