

Preparing for your Centre Monitoring Activity

Version 1.0



learning your way

Contents

Preparing for Centre Monitoring.....	3
The Purpose of Centre Monitoring	3
What to Expect and Timescales	3
Risk-Based Approach.....	4
Types of Centre Monitoring Activity.....	4
Planning for the Centre Monitoring Activity	4
Documents to be Uploaded or available at the Centre Visit	4
Staff to Be Available	5
The Centre Monitoring Activity Report Form	5
The Centre Monitoring Activity	5
Following the Centre Monitoring Activity	8

Preparing for Centre Monitoring

The Purpose of Centre Monitoring

Centre Monitoring is designed to ensure that centres consistently meet Gateway Qualifications' standards and assess learners in accordance with the specific requirements of each qualification. This process is divided into two key activities:

- Annual Centre Monitoring - A review of the centre's policies, procedures, and systems.
- Qualification Sampling - A separate activity focused on reviewing assessment decisions and practices.

This guidance document specifically supports centres in preparing for the Centre Monitoring activity. For support with [Qualification Sampling](#), please refer to the separate guidance document available.

Centre Monitoring is a supportive and collaborative process. It helps ensure ongoing compliance with the Centre Agreement and approval criteria, while also providing an opportunity for centres to reflect on their practices. External Quality Assurers (EQAs) will work with centres to highlight areas of strength and identify opportunities for continuous improvement.

What to Expect and Timescales

Gateway Qualifications aims to complete the annual quality assurance activity between October and the end of February.

The process begins with initial contact from the External Quality Assurer (EQA), who will reach out to the nominated Quality Assurance Contact listed by the centre on Prism. **It is essential that centres keep this contact information up to date to avoid delays.**

The EQA will work with the Quality Assurance Contact to agree on a suitable date for the monitoring activity, allowing adequate time for preparation. Once the date is confirmed, the EQA will confirm:

- The scope of the activity
- Staff members to be involved
- Policies, procedures and documentation to be reviewed

This structured approach ensures that centres are well-prepared and supported throughout the monitoring process.

Risk-Based Approach

Gateway Qualifications takes a risk-based approach to the delivery of all qualifications. The key is to determine and mitigate risks to ensure Gateway Qualifications has control over the standards of qualifications. The risk assessment begins at Centre level with the review of a Centre's capability and capacity to deliver the qualifications to the requirements.

This is initially done through the recognition and approval process by the Quality Assurance team and the External Quality Assurer (EQA). An annual compliance review of policies, expertise and delivery arrangements for each qualification to ensure compliance with the Centre Agreement is completed, the majority of these between September and March.

Due to investigations by our Centre Compliance team, there may be times that the risks may be adjusted.

Types of Centre Monitoring Activity

Centres are risk-rated each year and allocated a specific type of Centre monitoring activity which is levelled based on the following:

- The previous type of Centre monitoring activity
- Any previous actions/concerns raised either internally (staff), externally (EQAs) or through a Regulator
- Whether the Centre operates from multiple sites
- Qualification risk ratings that require face-to-face monitoring activities

The two different types of Centre Monitoring activities are:

- On-site Activity
- Remote Activity

Planning for the Centre Monitoring Activity

Documents to be Uploaded or available at the Centre Visit

To support a smooth and effective Centre Monitoring process, centres are asked to upload key documents to the Documents area in Prism at least one week prior to the scheduled monitoring activity. The External Quality Assurer (EQA) will outline any additional documentation required when the activity has been confirmed.

These documents allow the EQA to review core policies and procedures in advance.

As a minimum, centres should provide the following:

- **Organisational Structure** – including details of tutors, assessors, and IQAs for each qualification grouping.
- **Complaints Policy/Process** – accessible to learners.
- **Conflicts of Interest** – policy and activity log.
- **Equality and Diversity** – policy or statement.

Title: Centre Monitoring Process Handbook

- **Malpractice and Maladministration** – policy and evidence that staff have been made aware.
- **Recognition of Prior Learning** – policy.
- **Reasonable Adjustments and Special Considerations** – policy and records of arrangements made in the past 12 months (Gateway Qualifications only).
- **Safeguarding and SEND** – policy and/or statement.
- **Staff CPD and Training** – statement or supporting evidence.
- **Learner Recruitment and Induction** – policy and evidence of recent Gateway Qualifications programme inductions.
- **Tutor/Assessor and IQA Record-Keeping Arrangements** – statement or description of the process.
- **Annual Plan spreadsheet** – Details on how to download this can be found on our website: [Annual Plans](#).

Providing these documents in advance helps ensure the monitoring activity is focused, efficient, and supportive.

Staff to Be Available

As well as liaising with the **Quality Assurance contact** the EQA will/ may need to meet with the following key personnel:

- Staff responsible for the registration and certification process
- Lead IQA(s)
- Tutor/Assessors (if required for observation – your EQA will confirm)

The Centre Monitoring Activity Report Form

The centre monitoring report is completed by the centre and EQA following the completion of the Centre Monitoring activity, and it covers the following sections throughout:

- Centre Details
- Centre Management
- Internal Quality Assurance
- Facilities and Resources
- Management of External Assessments
- Outcomes

We have recorded a short tutorial video, showing you how to locate and complete your [Centre Monitoring Activity form in Prism](#).

The Centre Monitoring Activity

On-site: An on-site activity involves the EQA visiting the centre or a satellite/assessment site.

Remote: A pre-review of policies, procedures, and documentation uploaded to Prism. Followed by an online meeting between the EQA and the centre to discuss findings and clarify queries.

Title: Centre Monitoring Process Handbook

Each activity is designed to be supportive and developmental, aiming to confirm the centre continues to meet Gateway Qualifications' requirements. It typically includes:

- A review of policies and procedures (either in advance or on the day)
- Meetings with relevant staff
- A tour of the centre's facilities and resources
- Reviewing your completed Annual Plan

Key Areas Covered

1. Centre Details

This section of the form must be completed by the centre, at least **5 working days prior** to the Centre Monitoring activity taking place.

Centres should be ready to provide the following:

- Updates on all open actions
- Attach all up-to-date policies and procedures.
- Attach your completed Annual Plan

2. Centre Management

This section of the form must be completed by the centre, at least **5 working days prior** to the Centre Monitoring activity taking place. Your answers must be clear and concise, explaining to your EQA why and how your centre complies with Gateway Qualifications centre agreement.

Evidence required includes:

- A clear organisational structure, including tutor/assessor/IQA roles.
- Application of policies and procedures by staff
- Confirmation that Prism accurately reflects the structure.
- Internal communication and staff awareness of role changes.
- Disclosure of any sanctions from other awarding organisations.
- Learner recruitment and induction processes
- Registration and certification processes
- Record-keeping systems for tutors, assessors, and IQAs
- Evidence of planning and resourcing arrangements.
- Staff CPD and training records.
- IT systems and data protection measures.
- Sufficient staffing for delivery and quality assurance.
- Learner profiles aligned with qualification purpose
- Suitable delivery models and planning (including GLH and TQT)
- Resources supporting programme delivery
- Learner support throughout the programme
- Equality arrangements.
- Details of satellite/assessment site arrangements.

3. Internal Quality Assurance

Title: Centre Monitoring Process Handbook

Version: 1.0

Page 6 of 10

This section of the form must be completed by the centre, at least **5 working days prior** to the Centre Monitoring activity taking place.

To ensure you are prepared for any questions the EQA may have relating to this section, centres should show:

- Appropriate assessment and quality assurance arrangements
- Evidence of how sampling is planned and documented
- Know what actions have been implemented following the last EQA activity

4. Facilities and Resources

This section of the form must be completed by the centre, at least **5 working days prior** to the Centre Monitoring activity taking place.

To ensure you are prepared for any questions the EQA may have relating to this section, centres should show:

- What physical and digital resources are available, and how they are maintained
- How learners have access to current and relevant learning materials
- Ensure health and safety policies/training are in place
- Ensure safeguarding and Prevent arrangements are in place and applied

5. Management of External Assessments

This section of the form must be completed by the centre, at least **5 working days prior** to the Centre Monitoring activity taking place.

- Secure management of assessment papers
- Trained staff overseeing external assessments
- Identity verification processes
- Adequate assessment room setup
- Signed invigilator reports and attendance records

6. Observation and Learner Feedback

The EQA may:

- Observe delivery and learner engagement
- Review learner induction and support needs assessment
- Confirm learners receive feedback and understand progression pathways
- Collect learner feedback and comments

7. Outcomes

The EQA will provide:

- A summary of the visit and key findings
- Areas of good practice and any required actions
- Risk ratings across leadership, systems, and qualification standards
- Recommendations (if any) for Gateway Qualifications

Title: Centre Monitoring Process Handbook

- Proposed date for the next monitoring activity (typically one year later*)

**Subject to change based on EQA(s) and/or Centre Compliance team risk ratings applied.*

Following the Centre Monitoring Activity

After the Centre Monitoring activity has taken place, whether on-site or remote, the External Quality Assurer (EQA) will complete a detailed Centre Monitoring Report. This report will:

- Summarise the documentation and evidence reviewed against the required monitoring criteria.
- Highlight any areas of good practice observed during the activity.
- Identify any areas for improvement, including specific actions where necessary, along with clear deadlines for completion.
- Include a risk rating across key areas such as leadership and management, systems and processes, and qualification standards.

This report forms an important part of Gateway Qualifications' ongoing quality assurance process and supports centres in maintaining compliance and continuous improvement.

Accessing Your Report

Once the report has been reviewed and finalised by Gateway Qualifications' Quality Assurance team, a secure link will be sent to the nominated Quality Assurance Contact at the centre. This link enables the centre to:

- Access and review the Centre Monitoring Report.
- Share the findings with relevant staff members.
- Begin any required follow-up actions.

Do you have questions or concerns about the activity/information on the report?

In the first instance, please contact your EQA to discuss any general queries or questions around the Centre Monitoring activity and/or any actions that have been set.

If you wish to raise anything with the Quality Team at Gateway Qualifications, please do not hesitate to contact us on Quality@gatewayqualifications.org.uk.

Annual Sampling Plans

Qualification risk ratings inform us of the frequency of our qualification sampling.

Direct Claims Status (DCS)

While influenced by the risk rating, DCS is monitored separately through qualification sampling. For further guidance on this, please refer to our [DCS webpage](#).

Important

Title: Centre Monitoring Process Handbook

Version: 1.0

Page 8 of 10

It is the responsibility of the centre to ensure that the Quality Assurance Contact details on Prism are accurate and up to date. This ensures the timely receipt of communications and access to essential quality assurance documentation.



enquiries@gatewayqualifications.org.uk
www.gatewayqualifications.org.uk

Tel: 01206 911 211

Charity Registration No. 1114282.
Registered in England Company No. 5502449.