

Centre Monitoring: Best practice and preparations



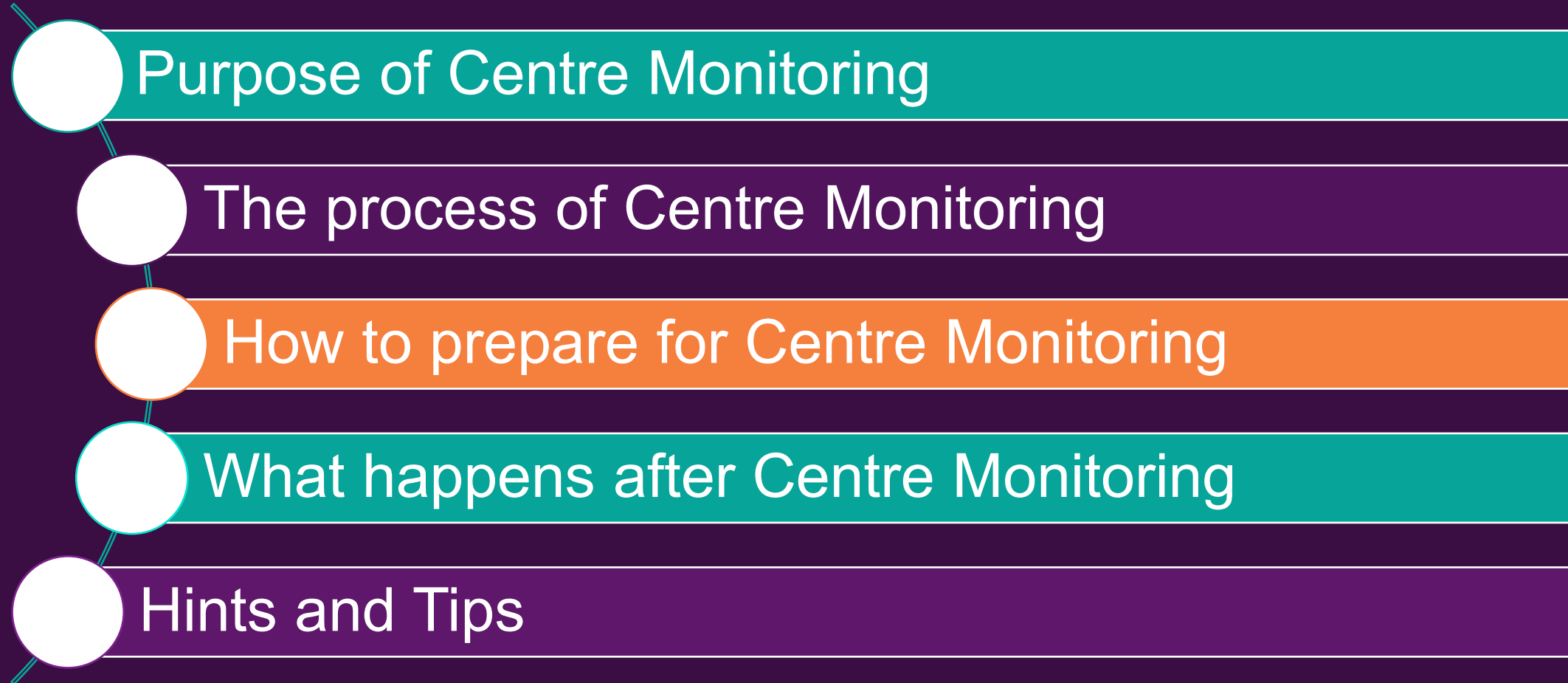
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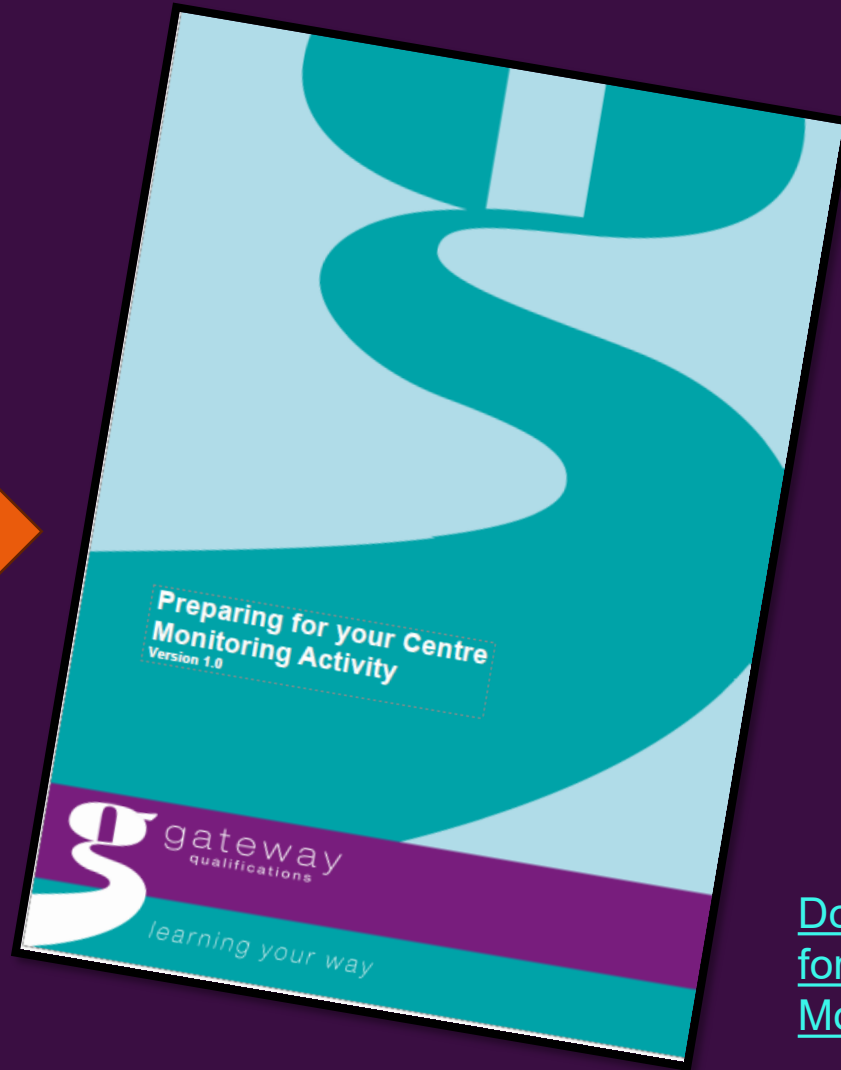
Session overview



New Guidance Document



This guidance document
specifically supports centres
in preparing for the Centre
Monitoring activity



[Download the Preparing
for your Centre
Monitoring Activity](#)

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.

* There is a separate guidance document on How to Prepare for Sampling – webinars also coming up!

Purpose of Centre Monitoring

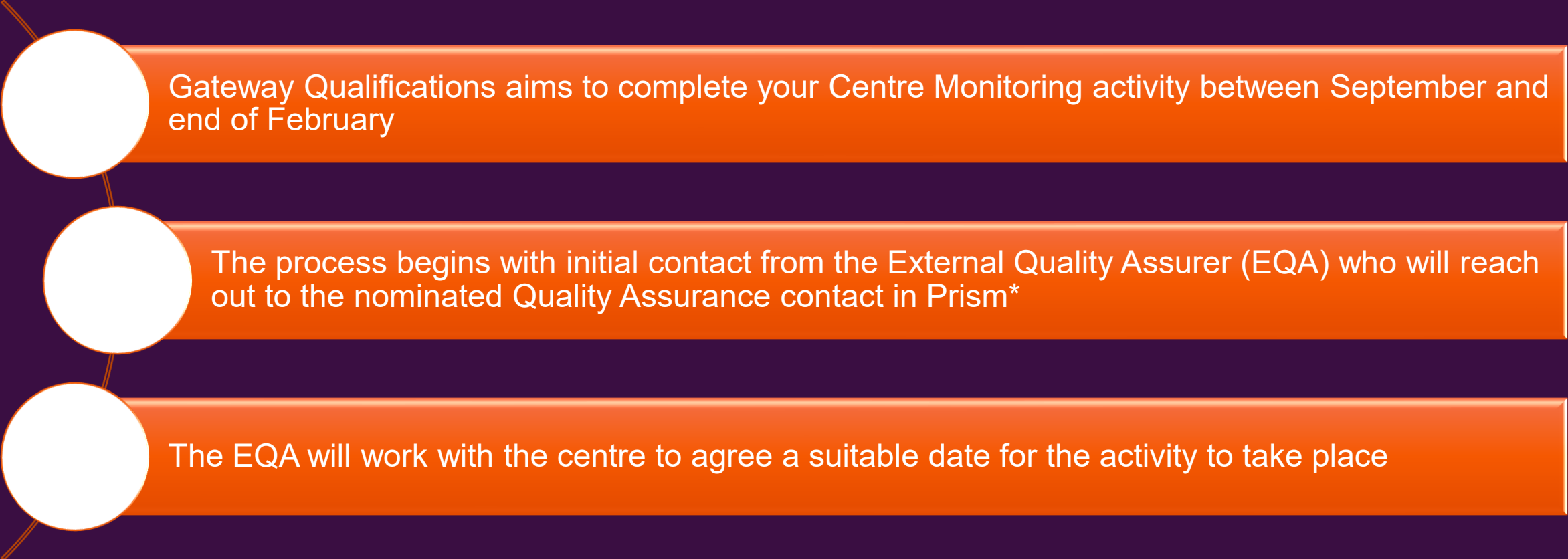
Cont.

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 your Centre Monitoring activity between September and 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 in Prism*

The EQA will work with the centre to agree a suitable date for the activity to take place

* It is essential that centres keep this contact information up to date to avoid delays.

The Centre Monitoring process

Risk-Based Approach to Qualification Delivery

- Gateway Qualifications uses a **risk-based approach** to ensure control over qualification standards
- Risk assessment begins at Centre level, evaluating capability and capacity to meet delivery requirements
- The Quality Assurance team and External Quality Assurers (EQAs) conduct initial reviews during Centre recognition and approval
- An annual compliance review assesses policies, expertise, and delivery arrangements

Note: Centre Compliance investigations may lead to adjustments in risk levels based on emerging findings.

Centre Monitoring Process

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

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

Remote Activity

- 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

Areas covered during the activity

Facilities and
Resources



Centre
Details



Internal
Quality
Assurance



Centre
Management



Management of
External Assessment



Outcomes



Planning for the Activity

- To support a smooth and effective Centre Monitoring process, centres are asked to upload key documents to the Centre Monitoring form 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
- Providing these documents in advance helps ensure the monitoring activity is focused, efficient, and supportive



Who should be available?

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

- Staff responsible for the registration and certification process
- Lead IQA(s) or person responsible for Quality Assurance at the centre
- Tutor/Assessors (E.g. If required for observation – your EQA will confirm this)



New Checklist Document

We have created a new Checklist document, which you can use to ensure you have everything you need prior to the activity taking place.

We hope that you will find these checklists useful!

gateway qualifications

Centre Monitoring Activity Checklist

Prior to completing the Centre Monitoring report form, check that the following policies/procedures are up to date:

Checklist Item	Up to date (✓)
Organisational Structure (incl. tutors, assessors, IQAs per qualification)	☐
Complaints Policy/Process (learner-accessible)	☐
Conflicts of Interest Policy and Activity Log	☐
Equality and Diversity Policy or Statement	☐
Malpractice and Maladministration Policy + Staff Awareness Evidence	☐
Recognition of Prior Learning Policy	☐
Reasonable Adjustments & Special Considerations Policy + Records (Gateway Qualifications only)	☐
Safeguarding and SEND Policy/Statement	☐
Staff CPD and Training Statement/Evidence	☐
Learner Recruitment and Induction Policy + Evidence of recent inductions	☐
Tutor/Assessor and IQA Record-Keeping Process Description	☐
Completed Annual Plan Spreadsheet	☐

Completing the Centre Monitoring Form



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 will include:

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

The report will be sent to the Quality Assurance Contact in Prism, via email, with an Egnyte link and a password to access the report.

Important: It is the centre's responsibility 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.

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

Annual Plans and Direct Claims Status

Annual Sampling Plans

- Qualification risk ratings inform the frequency of our qualification sampling. You will need to complete your Annual Plan and discuss it with your EQA during your Centre Monitoring activity, as well as during 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

Hints and Tips



Keep Prism up to date, ensuring the Quality Assurance Contact is accurate



Try and arrange your Centre Monitoring activity to be completed during the month required, as stipulated by Gateway Qualifications*



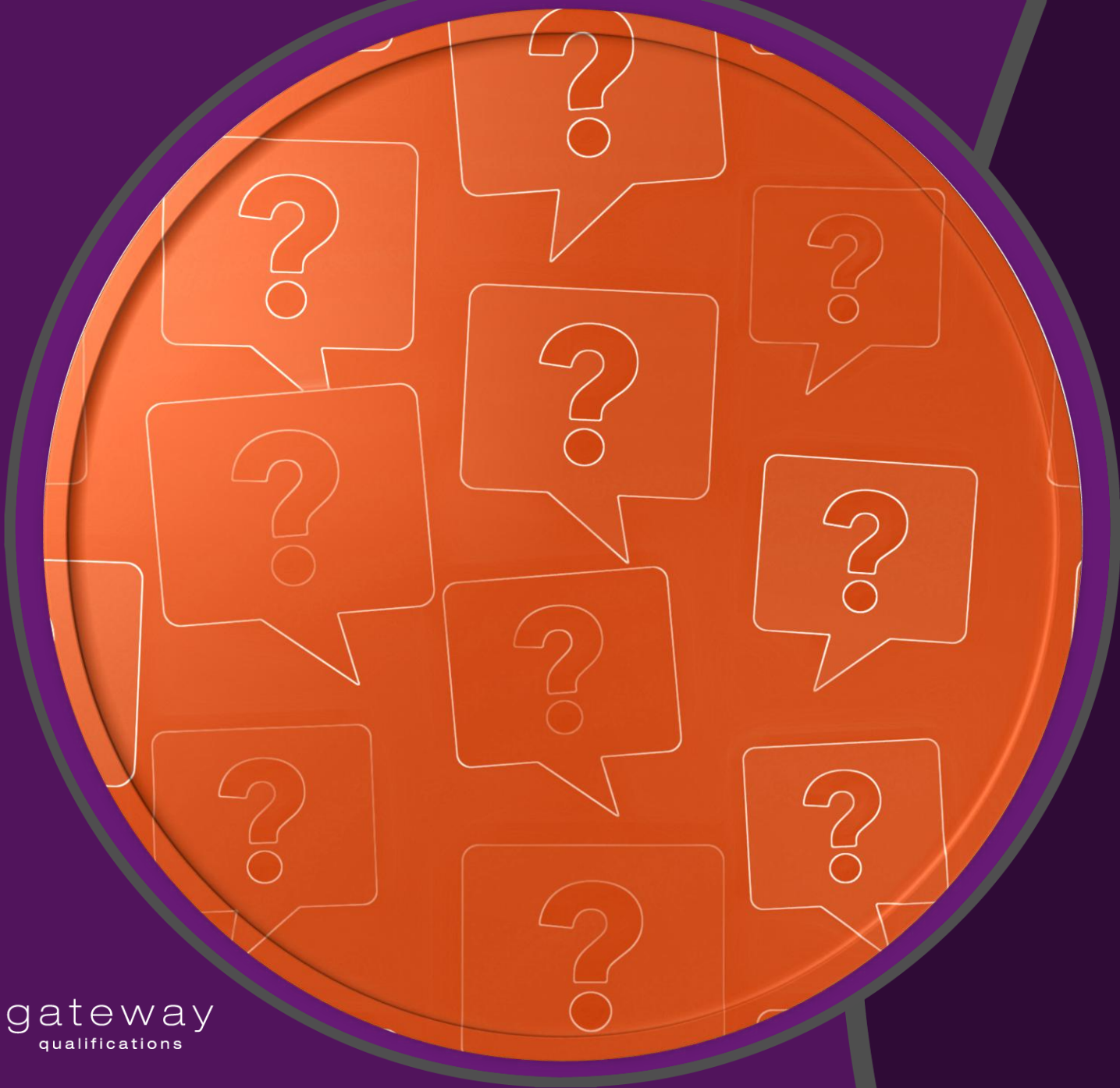
If you haven't heard from your EQA, and think you should have, do feel free to reach out to your EQA
[Allocated EQAs on Vimeo](#)



Use the new checklist, to help you prepare effectivity for your Centre Monitoring activity



If you have any questions about this process, please do let us know



Questions?

Contact us



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