

Quality Endorsement Licence



*Enabling Learning
Releasing Potential*



Passionate about learning and releasing the potential of people and their communities.

Open College Network West Midlands

Open College Network West Midlands is a national Awarding Organisation, regulated by Ofqual, Qualifications Wales and the Quality Assurance Agency for Higher Education (QAA). We work in partnership with employers, training providers, colleges, universities, schools and voluntary and community organisations to offer flexible education, training and learning opportunities to help learners gain employment or to progress into further learning and Higher Education.

Open College Network West Midlands is a long established awarding organisation with a strong reputation for delivering outstanding personalised customer service, expertise and quality assurance. We were very proud to celebrate our 35th year of developing qualifications and skills solutions in 2017.

The Awarding Organisation of Choice

- Outstanding** personalised customer service and support 
- National** accreditation, **local** service 
- Proven **expertise** in developing vocational qualifications and **credit based** learning 
- Quality assurance, enhancement and improvement** services 
- Responsive** and **flexible** qualification development service 
- Competitive** and **transparent** pricing 
- Diverse** range of qualifications 
- Charitable** organisation with **ethical** and **sustainable** business practices 

Quality Endorsement Licence

The Open College Network West Midlands Quality Endorsement Licence (QEL) is our highly valued 'quality mark' of trust that provides external endorsement to organisations offering internal training and development programmes.

Open College Network West Midlands have over 35 years' experience in delivering flexible education, training and learning opportunities across a broad spectrum of organisations and sector areas. Therefore we know which policies, procedures and practices are expected from an organisation that cares about delivering an outstanding service to its learners.



What is it?

The Open College Network West Midlands Quality Endorsement Licence (QEL) has been designed to meet the needs of Employers and Providers offering internal and bespoke training courses that fall outside of the regulated qualification market. Our QEL provides a highly flexible approach allowing you the freedom to develop any number of courses that meet the needs of

your customers or employees. The QEL evaluates and recognises high quality Providers / Employers against the requirements of the Standards, enabling you to demonstrate to your customers or employees your commitment to the quality of your courses, which recognise achievement through externally endorsed certificates from a national Awarding Organisation.

How does it work?

QEL is available to organisations that want:

- Recognition for new or existing high quality training programmes
- To transfer current non-regulated training programmes from another Awarding Organisation's Scheme

Open College Network West Midlands QEL providers will receive guidance and support from a dedicated Open College Network West Midlands team, including a Business Development Manager, Quality Assurer and Administrative Officer, who are all familiar with your provision and work to support your specific requirements.

Open College Network West Midlands will review your organisation against the requirements of the Standards within the QEL, which comprises the following elements:

- Standard 1 – Leadership and Management
- Standard 2 – Quality of Resources
- Standard 3 – Quality Assurance
- Standard 4 – Learner Support
- Standard 5 – Legislation
- Standard 6 – Quality of Courses and Assessment

Key Benefits

- **National recognition** for your training programmes
- Dual badge **certificates** with your **company logo**
- You will **own** your course content
- **Enhance** your own brand by aligning with a **national** Awarding Organisation
- Flexibility to **tailor** bespoke programmes to **fit your business** needs
- **Add courses** to your portfolio at **no extra cost**
- **Organisational review** to ensure **robust** policies and procedures.

Advantages of Working with Us

- **Rapid** turnaround on **certificates**
- Visits by an **experienced** External Quality Assurer
- **Dedicated** Business Development Manager
- **Simple** and **quick** application process.



Quality Endorsement Licence Standards

Standard 1

Leadership and Management

The organisation shows that courses delivered under the Quality Endorsement Licence are governed by effective leadership and management.

The organisation will have:

- An accountable person who will be the point of contact between the organisation and the Open College Network West Midlands for the QEL scheme
- A structure that allows for the effective support, management and quality assurance of the courses
- Clear lines of accountability and effective communication systems so roles and responsibilities are understood by learners and staff
- Clear guidelines for managing satellite and sub-contracted centres. In case of the latter there will need to be documented procedures which clearly outline the responsibilities of each party, including quality assurance and standardisation

Standard 2

Quality of Resources

The organisation shows that courses delivered under the Quality Endorsement Licence are sufficiently resourced to ensure learners are able to achieve the specified aims of the course.

The organisation will have:

- Adequate physical resources for the type of courses delivered. This can include for example specific equipment, workbooks, online resources etc
- Suitably qualified and/or experienced staff involved in the development, delivery, assessment and quality assurance of courses
- A commitment to ongoing CPD for staff members involved in delivery, assessment and quality assurance of the courses
- Procedures to ensure staff have adequate time and resources to effectively deliver and assess the courses

Possible Evidence:

- Staff CV's and CPD records
- Workbooks
- Information regarding delivery hours

Call a member of our Business Development Team today to find out how we could support your organisation.



Standard 3

Quality Assurance

The organisation embraces quality and ensures that all aspects of delivering the course are fully reviewed to ensure ongoing improvement.

The organisation will have:

- Ongoing review of courses to confirm their relevance, currency and effectiveness
- Procedures to ensure a standard of delivery across all courses on offer
- Regular monitoring of staff and courses to highlight good practice and training needs that feed into the overall improvement of the provision

Possible Evidence:

- Feedback from learners
- Internal quality assurance plan
- Observation of delivery and assessment staff

Standard 4

Learner Supports

The organisation shows that learners and prospective learners are given sufficient information and support from first enquiry to completion.

The organisation will have:

- Sufficient information available to the learner to make an informed choice of what the course aims are, whether the course is suitable for them/their employer at this time and any financial implications
- Accurate advertising materials which clarify courses are non-regulated
- Information for learners regarding their progress on their current course and progression options following completion of their course
- Methods for ensuring learners are aware of and adhere to relevant organisational policies outlined in standard 5 on the following page
- Procedures in place to ensure learners receive adequate feedback on their progression and achievement and support to improve learning where necessary

Possible Evidence:

- Initial assessment
- Clear marketing materials
- Learner induction materials
- Learner handbook
- Support materials, evidence of any tutorials

Standard 5

Legislation

The organisation is able to evidence that it conforms to all relevant legislation in all countries that it delivers the courses in.

The organisation will have:

- Policies and procedures that clearly explain how the organisation adheres to current Equality and Data Protection legislation, and any applicable Health and Safety regulations and Safeguarding of Children and Vulnerable Adults
- A methodology that embeds and promotes these policies and procedures in the development, delivery and assessment of courses
- Procedures to ensure all equipment and accommodation used for the courses adequately safeguard learners and staff and protect the welfare of learners
- Review these policies and procedures to ensure they remain compliant and incorporate any changes to relevant legislation and/or, Open College Network West Midlands policies and procedures

Possible Evidence:

- Written policies relating to relevant legislation
- Bullying and/or harassment procedures and policies
- Internal and/or external staff training records
- Information provided for staff/learners
- Discussions with learners and/or staff
- Minutes of review meetings

Standard 6

Quality of Courses and Assessment

The organisation develops courses with integrity that have a clear aim and where applicable, a valid and fit for purpose assessment.

The organisation will have:

- Courses which have been developed and delivered by people with the required expertise (qualifications and/or experience) and are marketed in a way that accurately reflects the content and attainment of the course
- Malpractice and maladministration procedures which are understood by all parties
- Internal quality assurance procedures
- Information available to learners and staff showing the meaning of each level where levels are applied
- Procedures for ensuring that where levels are applied, these are standard across all courses and over time
- Assessments which are valid and reliable and fit for purpose

Possible Evidence:

- Statements explaining malpractice and maladministration and procedures for managing incidents
- Internal quality assurance policy and procedure
- Level descriptors
- Standardisation procedures
- Exemplar assessments
- Assessment monitoring procedures

Quality Endorsement Licence Approval Process

1. Application

Organisations are encouraged to discuss their requirements with one of our Business Development Managers who will help you decide if the QEL is suitable for your organisation.

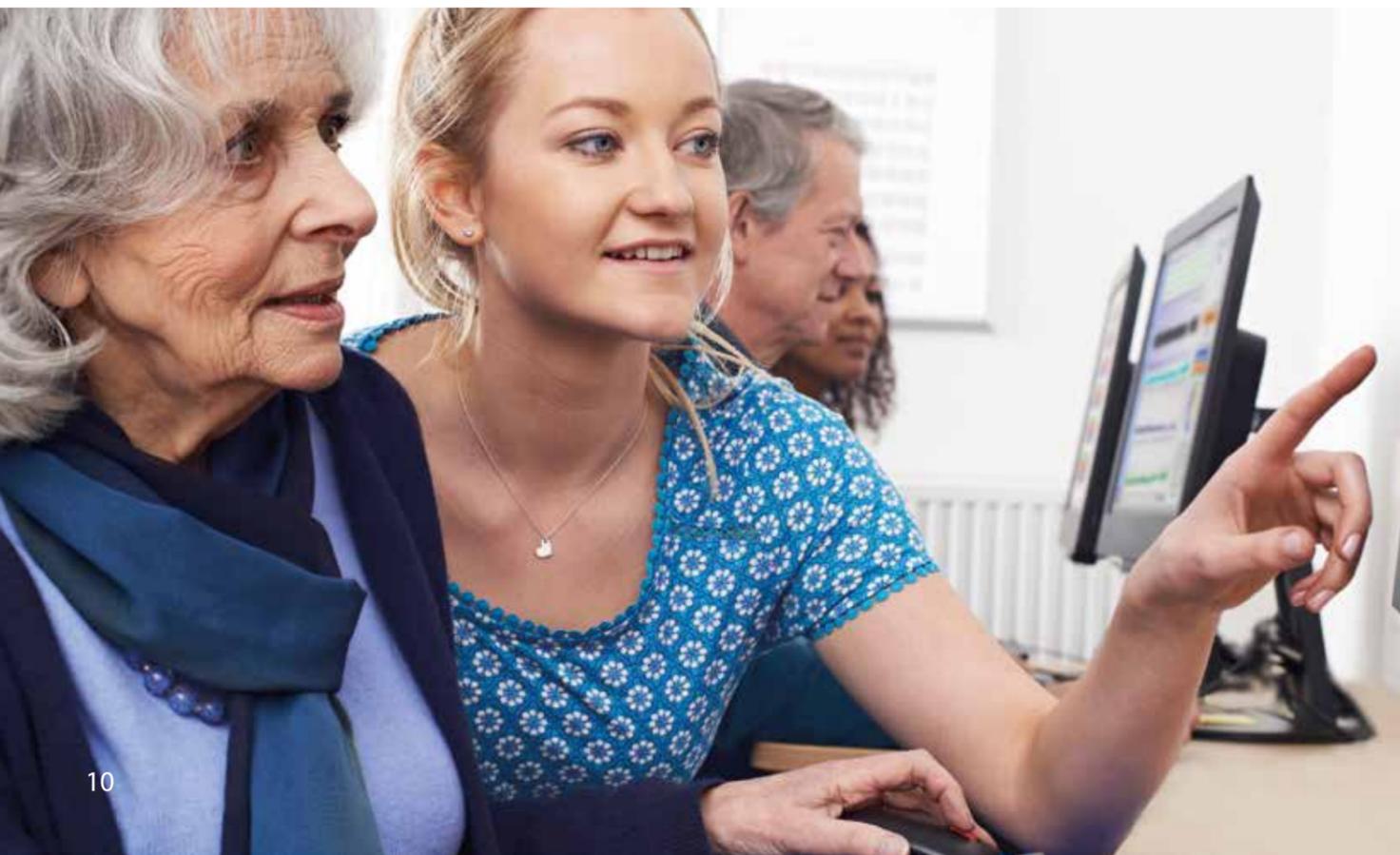
Your Business Development Manager (BDM) will work with you to help you evaluate if you are ready to apply for the QEL and to discuss evidence requirements you will need.

When you are ready, you can submit your 'QEL Application Form' with the relevant evidence.

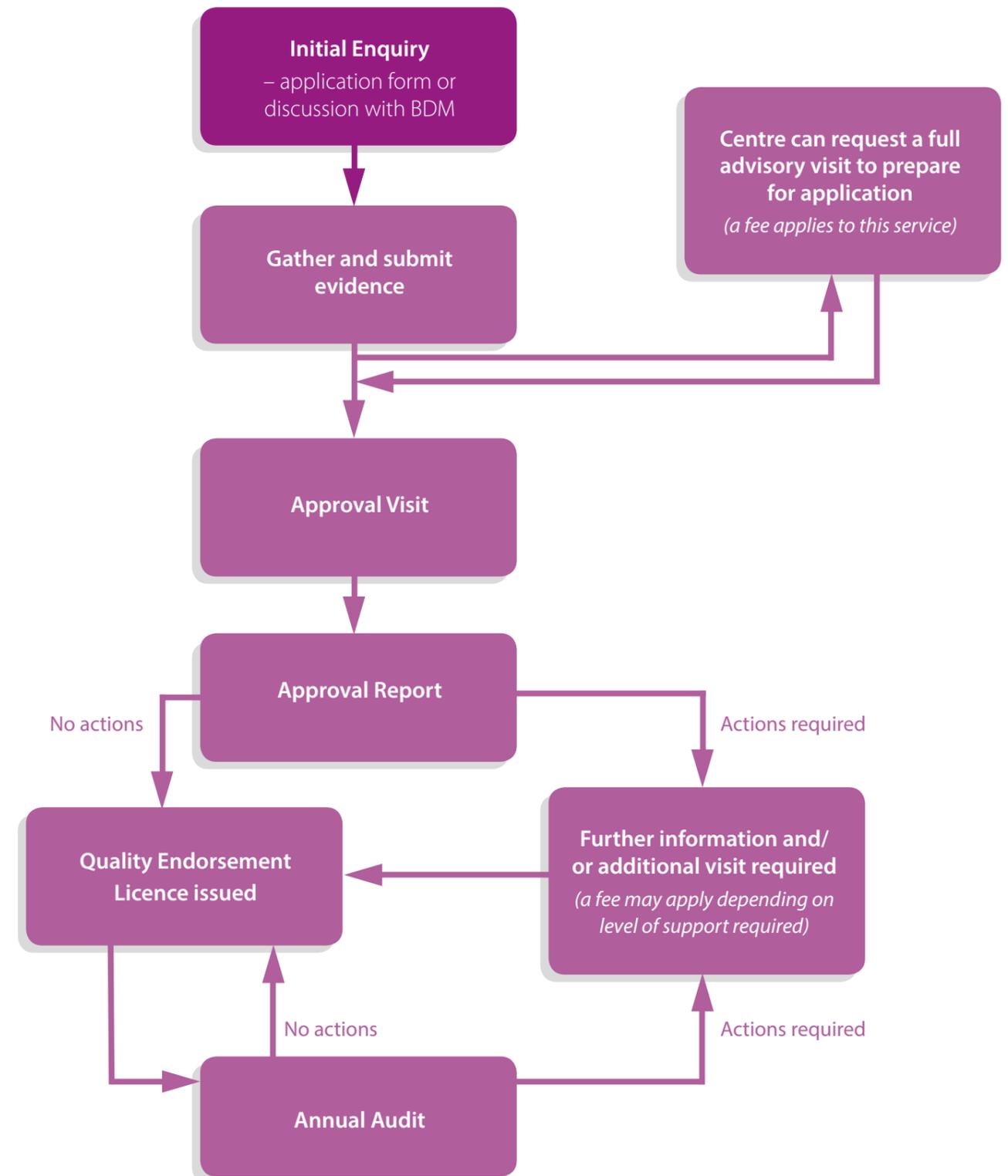
2. Review

On receipt of your application we will allocate a QEL Quality Assurer who will review your evidence, organise an approval visit to your organisation and produce a QEL report. The QEL report will confirm and explain our decision and highlight any actions or further evidence that you will need to submit. If, after your initial approval visit you have any actions, or further evidence to submit at this stage, your QEL Quality Assurer will continue to work with you to help and guide you through the approval process.

Our QEL is available for both national and international provision to organisations based in the UK or internationally.



Open College Network West Midlands Approval and Audit Process





Quality Endorsement Licence Approval Process

What does it cost?

Open College Network West Midlands provides a simple and transparent pricing model that provides flexibility for all types and sizes of organisations, irrespective of the number of courses offered or the number of learners training is delivered to. With our straightforward approach to pricing, organisations have flexibility to respond to local, national and customer needs.

For details about the current QEL Licence Fee and Registration/Certificate fees for national and international provision, please visit our website and navigate to 'Quality Endorsement'

What is included?

- The Annual Licence Fee includes an audit visit to your premises and access to a dedicated and secure online portal
- The Learner Certificates of Achievement are issued within 48 hours of achievement results
- Certificates of Achievement can be dual badged with your organisation's logo
- You will be able to use the Open College Network West Midlands Quality Endorsement logo when marketing your training programmes to prospective employees, learners or volunteers
- You will be eligible to attend Open College Network West Midlands CPD courses

Further Information

For further information, and a full copy of the Standard, Guidance and Approval Form, please contact our Quality Team on 01902 624 241 or e-mail your interest/enquiry to:

enquiries@opencollnet.org.uk

What our customers say:

“ This was a very straightforward and cost effective process for us that Open College Network West Midlands were able to guide us through ”

“ The team at Open College Network West Midlands was incredibly flexible and responsive to our needs ”

“ Obtaining external recognition for the quality of our training programmes has certainly been a positive factor in our business success and profile ”

Talk to the team today...

Call our Business Development team on 01902 624230

Further information can be found on our website: www.opencollnet.org.uk

Email us at: enquiries@opencollnet.org.uk



Passionate about enabling learning and releasing the potential of people and their communities.

Open College Network West Midlands

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