



## Centre Assessment Standards Scrutiny Strategy

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## Introduction

Where evidence generated by a Learner in an assessment for a qualification made available by an awarding organisation is marked by a Centre (also known as a “Provider”, “Training Provider” or “Approved Training Provider” for the purposes of this document), the awarding organisation must have in place clear and effective arrangements to undertake Centre Assessment Standards Scrutiny in respect of the assessment.

An awarding organisation must ensure that in respect of any Centre Assessment Standards Scrutiny which it undertakes it complies with:

- (a) any requirements, and has regard to any guidance, which may be published by Ofqual and revised from time to time, and
- (b) any requirements which Ofqual has communicated to it in writing.<sup>1</sup>

## Scope

ISP has identified centre-assessment to be the most appropriate method for the following qualifications:

Qualification Name	QAN
ISP Level 3 Certificate/Diploma in Sales Professionalism	603/5898/1 (Cert) 603/5899/3 (Dip)
ISP Level 4 Certificate/Diploma in Executive Sales Professionalism	603/5900/6 (Cert) 603/5901/8 (Dip)
ISP Level 5 Certificate/Diploma in Advanced Sales Professionalism	603/5902/X (Cert) 603/5903/1 (Dip)
ISP Level 5 Certificate/Diploma in Sales Coaching and Assessment	603/5904/3 (Cert)
ISP Level 6 Certificate/Diploma in Chartered Sales Professionalism	603/5934/1 (Cert) 603/5905/5 (Dip)

For the avoidance of doubt, we have one other qualification – Level 4 Diploma in Executive Selling (603/5935/3) – which is not in scope of this strategy as:

- 1) this is an diploma offered to Approved Training Providers as part of our end point assessment offer in respect of the [Level 4 Sales Executive Apprenticeship Programme](#); and
- 2) this qualification is externally assessed by ISP Assessors and subject to ISP’s internal quality assurance prior to certification.

<sup>1</sup> <https://www.gov.uk/guidance/ofqual-handbook/section-h-from-marking-to-issuing-results#cass-strategy-guidance>

## Section 1: Overall Approach

*This section aims to explain:*

- *why we consider marking by a Centre appropriate for particular assessments within a particular qualification or type of qualification,*
- *the appropriateness of the approach based on the nature of the evidence produced by Learners in the relevant assessment,*
- *why our approach is appropriate to ensure valid and manageable qualifications, based on the risks we have identified in relation to the qualification and the Centres delivering we*
- *how our approach will ensure that the results we issue in reliance on a Centre's marking are accurate and that standards for the relevant qualification are maintained,*
- *how we will ensure through our arrangements with a Centre that we are able to comply with the Conditions.*

ISP qualifications are vocationally related qualifications. All qualifications in scope are centre assessed through the completion of a learner's portfolio of evidence using, but not limited to, suggested assessment methods as defined in the relevant Qualification Specification. Portfolios should be internally assessed and assessment decisions internally quality assured with the Training Provider's own quality assurance policy and processes.

### Rationale

We have chosen to use a portfolio of evidence for this vocationally-related qualifications because it:

- Gives learners the opportunity to provide a greater breadth of evidence for Training Providers through on and off the job learning activity.
- Provides greater opportunities for a workforce (predominantly in a variety of sales roles) to have regular opportunity to implement the newly acquired knowledge and skills against the qualification assessment criteria within their day to day work with real customers and in live sales scenarios. This in turn:
- Creates opportunities for sales learners to develop both naturally occurring work based evidence with real customers and directed activities by their Training Provider to include in a Portfolio for their Training Provider to consider as evidence towards competence against each assessment criteria.

Additionally:

- Training providers enrol, train and certificate learners throughout the year and therefore require the flexibility for both the employer and learner to produce evidence without being restricted to an externally set timescale.
- Approved Training Providers have some choice as to how they internally assess the qualification(s), but they are advised that, where applicable, assessment methods should be agreed with us beforehand clearly annotated within the learner's Portfolio of Evidence.
- Learning activities and resultant Portfolio should enable learners to produce evidence that relates to the unit(s) learning outcomes and assessment criteria. In constructing assessments in this way Approved Training Providers can ensure current, valid, and reliable assessment decisions that are fit for purpose and enable the accumulation and transfer of credits to higher level progression where applicable.

To make these assessment decisions, the ISP requires that as part of Training Provider approval, they provide evidence that their assessment staff hold relevant and up to date sector knowledge in Sales. This ensures that the results we issue in reliance on a Provider marking are accurate and that standards for the relevant qualification are maintained. We ensure, through our Training Provider and Qualification Approval Process, that a Provider it can comply with the Conditions.

## Section 2: Allowing centres to mark assessments

This section aims to explain:

- how we take a decision to approve a Centre to deliver and mark assessments on our behalf and how we decide whether to approve a Centre to make assessment judgements and issue results on our behalf,
- the level of training and guidance we provide to Centres delivering and marking our assessments.

Before a Training Provider can be approved and permitted to mark their own assessments, they are required to meet certain criteria contained with the ISP's Quality Management System (QMS). The QMS comprises the following quality key processes:

- 1) **Training Provider and Qualification Approval Process:** This process ensures that an Approved Training Provider has the required systems to manage and administer Ofqual regulated ISP qualifications. The Qualification Approval Process ensures the Approved Training Provider has the resources and expertise to deliver the qualification.
- 2) **Learner Registration and Certification Process:** Is concerned with learner registration, achievement, and certification. This process is designed to ensure a robust, safe, and secure environment for entry of learner information, learner achievement and production of certificates to the approved Training Provider for distribution to their learners.
- 3) **Quality Assurance Process:** On gaining approval to offer Ofqual regulated ISP qualifications, the Training Provider is then subject to ongoing ISP quality assurance processes. This is a process of internal and external quality assurance designed to ensure that the Training Provider is operating in accordance with the ISP QMS.

### Training Provider and Qualification Approval Requirements & Process

Providers wishing to become ISP Approved Training Providers must demonstrate how they will meet the quality requirements set out in this section of the QMS.

Prospective Training Providers are required to complete an (online) [Approval Application Form](#) to start the approval process. Completion requires the following information (but not limited to):

- Company details
- Resources
- Governance and quality assurance arrangements
- Learner support

On receiving the form, ISP will review the submitted information and the Quality Manager will arrange EQA Approval Visit to confirm the Provider meets all of ISP's quality approval requirements. The approval is then validated by a nominated EQA, or ISP's Quality Manager and all documents are stored in a secure SharePoint file.

Following final approval by the EQA or Quality Manager, the Training Provider will receive a Welcome Pack. The Approved Training Provider will also receive access to the ISP Approved Training Provider Guide, the Quality Assurance guide, Qualification Specifications and electronic learner registration and certification forms. This will all be delivered to the Provider in a specific and/or series of training sessions that are mandatory to attend prior to them being given approval to register learners and commence qualification delivery.

To gain and maintain annual approval to offer one or more of ISP regulated qualifications, Providers must meet and be able to provide evidence against each of the following conditions:

#### Management Systems and Administrative Arrangements

The Centre's aims, policies, and procedures in relation to the qualification are supported by senior management and understood by the delivery team
There are procedures in place to ensure effective communication systems between all levels of staff and in all directions (including placements and staff who work remotely)
Staff responsibilities, authorities and accountabilities of the assessment and internal quality assurance team across all assessment sites are clearly defined, allocated and understood

Time will be allocated for regular team meetings and standardisation for all staff involved in the teaching, assessment, and internal quality assurance of the qualification
A staff induction and development process is in place for the assessment and internal quality assurance teams
There are documented policies or procedures for: <ul style="list-style-type: none"> <li>• Appeals</li> <li>• Complaints</li> <li>• Conflicts of Interest</li> <li>• Equal Opportunities</li> <li>• Data Protection Policy</li> <li>• Risk Assessment and Health and Safety (incl. Public Liability)</li> <li>• Learner recruitment, registration, and certification</li> <li>• Learner Support Policy/Protocol</li> <li>• Malpractice and plagiarism</li> <li>• Safeguarding</li> <li>• Special considerations and reasonable adjustments</li> <li>• RPL Policy incl. Transfer of credits</li> <li>• Withdrawal of learner or qualification(s)</li> <li>• Admissions and/or enrolment</li> </ul>
Marketing and advertising of the qualification(s) is clear, accurate and not misleading
The Provider has in place a robust registration and certification process and will register learners in a timely fashion to allow for external quality assurance to take place
There is a process in place to notify us of any changes in relation to the delivery of the qualification which may affect the Provider's ability to meet our approval criteria
Learner records and details of achievements will be accurate, kept up to date and securely stored for a minimum of 3 years and will be made available for external quality assurance reviews upon request
Feedback will be used to evaluate the quality and effectiveness of qualification provision against the Providers stated aims and policies, leading to continuous improvement
There is a process in place to disseminate any actions identified through external quality assurance reviews

#### Resources

There are sufficient competent, suitable, qualified and/or knowledgeable Assessors and Internal Quality Assurers to meet the demand of assessment and internal quality assurance in accordance with Qualification Specification
Assessors and Internal Quality Assurers will have sufficient time, resources, and authority to perform their roles and responsibilities effectively and there will be appropriate continued professional development (CPD) provision for staff involved in the delivery of the qualification and/ or registered profession
Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant business legislation and qualification requirements

#### Delivery and Assessment

There is a planned programme of delivery and assessment methods available for the qualification which meets our guidelines
Information, advice and guidance about qualification procedures and practices will be provided to learners and potential learners
Learners' development needs will be matched against the requirements of the qualification and an agreed individual assessment plan established
Learners will have regular opportunities to review their progress and goals and to revise their assessment plan accordingly to meet their target qualification
Assessment methods will be valid and reliable and will allow access to assessment for learners
Learners will receive regular verbal and written feedback after assessment

Assessment records and/or Portfolios of Evidence are in place which will show accurate assessment tracking, progress, and achievement
Adequate procedures exist to ensure secure and safe storage of current and completed learner assessment records and examination materials
There are suitable arrangements to administer exams to ensure compliance with our external assessment regulations

#### *Internal Quality Assurance*

An appropriate internal quality assurance strategy and sampling plan is in place which will be reviewed regularly, and corrective measures implemented
Suitable arrangements are in place to ensure adequate liaison, consistency and standardisation will take place across all sites including satellite Centres
Allocation of Assessor responsibilities are clear and will meet the needs of learners and Assessors and Assessors will be provided with accurate advice and support to enable them to identify and meet their training and development needs
Internal quality assurance procedures and activities are clearly documented, consistent with national requirements and will ensure the quality and consistency of assessment
Records of internal quality assurance activity will be maintained in line with our requirements and will be made available
Adequate time will be allocated to allow for internal quality assurance duties to take place

#### *Provider Staff Roles and Responsibilities*

To ensure the effective operation of our qualifications, Providers should allocate members of staff to carry out the following roles:

- Programme Contact
- Assessor(s)
- Internal Quality Assurer(s)
- Examinations Officer or equivalent.

The Programme Contact should:

- act as the main point of contact between us, the Provider, and the External Quality Assurer (EQA)
- ensure that the qualification is run in accordance with the Qualification Specification across all sites and departments
- ensure that we are informed of any changes in staffing or location
- liaise with the EQA and provide information as requested
- ensure that all personnel involved in the delivery and assessment of the qualification are appropriately trained, have access to the Qualification Specification and assessment requirements, and that they meet regularly to monitor the progress and quality of delivery across all sites.

The Internal Quality Assurer (IQA) should:

- sample assessments to ensure they are carried out to the same standard by all Assessor(s)
- ensure that Assessor(s) are trained and hold appropriate qualifications, identifying training needs and providing training as appropriate
- complete and authorise Certificate Claim Forms prior to submission to ISP.

The IQA can be the same person as the Programme Contact. IQAs must have a qualification and/or recent occupational experience in the subject area they are quality assuring. Further details of occupational competence requirements can be found in the relevant Qualification Specification.

Where an IQA is also an Assessor of the qualification, their assessment decisions must be internally quality assured by a different IQA.

The role of the Assessor is to:

- carry out assessment in accordance with the qualification's criteria as detailed in the Qualification Specification
- ensure learners' evidence is valid and meets the standards of the qualification. The Assessor must be satisfied that learners have achieved all learning outcomes related to the unit/qualification being assessed prior to deciding whether learners have been successful
- provide support and feedback to learners throughout the assessment process
- Assessors should possess a relevant qualification to that being assessed and/or relevant & recent occupational experience. Where no Assessor qualifications are held, Centres must provide adequate staff development to ensure Assessors are working to national standards (e.g., attendance at ISP Standardisation sessions). Please refer to individual Qualification Specification for details of specific criteria required for individual qualifications.

Examinations Officer or equivalent should:

- Be responsible for processing learner registrations and requesting certificates for successful learners once the IQA has confirmed learners have fully completed the qualification. We will only issue certificates to the nominated Examinations Officer, who is then responsible for distributing these to learners.

Where the Qualification Specification does not stipulate any specific qualifications and/or experience for delivery, assessment or IQA staff, the following shall apply:

Providers delivering any of ISP's qualifications must:

- have a sufficient number of appropriately qualified/experienced Assessors to assess the volume of learners they intend to register
- have a sufficient number of appropriately qualified/experienced Internal Quality Assurers to internally quality assure the anticipated number of Assessors and learners
- ensure that all staff involved in assessment and internal quality assurance are provided with appropriate training and undertake meaningful and relevant continuing professional development
- implement effective internal quality assurance systems and processes to ensure all assessment decisions are reliable, valid, authentic, sufficient, and current. This should include standardisation to ensure consistency of assessment
- provide all staff involved in the assessment process with sufficient time and resources to carry out their roles effectively.
- Assessors and Internal Quality Assurance staff involved in the Assessment and Internal Quality Assurance of ISP qualifications must be able to demonstrate that they have (or are working towards) the relevant occupational knowledge and/or occupational competence, at the same level or higher as the units being assessed and internal quality assured. This may be gained through experience and/or qualifications.

Training for new Approved Training Providers:

Training is delivered via Teams or on site at the Providers premises and involves an ISP led EQA, Quality Manager and/or Head of Education walkthrough of each of the documents contained in the Welcome Pack.

This may be delivered over a series of sessions or depending on the risk level of the Provider covered in a single session.

Providers can request further training or support from ISP at any time during or after the approval process.

## Section 3: Monitoring & Risks

This section aims to explain:

- the justification for our approach to Centre Assessment Standards Scrutiny, including how that approach meets Ofqual minimum requirements,
- how we select persons to undertake Centre Assessment Standards Scrutiny,
- the training we provide to persons carrying out Centre Assessment Standards Scrutiny and any other means by which we ensure such persons are sufficiently competent to carry out such tasks,
- what information we will require the Centre to retain in order to support our Centre Assessment Standards Scrutiny,
- how we will ensure that Centres retain any data (including evidence generated by Learners and marked by Centres) that the awarding organisation considers necessary to allow it to undertake Centre Assessment Standards Scrutiny effectively,
- the extent of our ongoing monitoring of a Centre once they start delivering and marking assessments, including the frequency of visits and what the awarding organisation monitors, for example, Centre processes and procedures and/or Centre capability, as well as marking,
- how we will provide feedback to Centres and monitor Centres' performance over time,
- the level of ongoing training and guidance it provides to Centres delivering and marking our assessments.
- the sampling approach we use to ensure that samples are appropriate,
- how we will consider selecting examples of marking by the Centre which go beyond those selected by the Centre itself,
- our approach to going beyond our minimum requirements and how we will have regard to the factors set out in Ofqual's guidance in this regard.

All ISP Approved Training Providers must continue to meet ISP quality assurance requirements. This is a process of internal and external quality assurance designed to ensure that the Approved Training Provider is operating in accordance with ISP quality assurance and risk assessment requirements. For this reason, Approved Training Providers will be monitored on site and/or through remote quality assurance visits by a nominated EQA or by the ISP Quality Manager against a Provider Risk Profile.

### Provider Monitoring Visits (aka 'EQA Visit')

The EQA Visits will include the following steps:

- a) Planning the visit based on the ISP quality approval criteria, arranging the visit date and time with the Approved Training Provider, and confirming arrangements by e-mail. The EQA Visit should wherever possible be arranged to coincide with live assessment opportunities to give the EQA an opportunity to observe live provider assessment in practice.
- b) Reviewing and reporting on the qualification(s) in the period since the previous visit against the accreditation criteria and confirming response to any 'action points' from the previous visit.
  - a. This will also involve sampling learner's Portfolios and assessment evidence; talking with learners, assessors and IQAs; reviewing the Approved Training Provider's tracking, assessment, and verification records.
  - b. Sampling of learner portfolios will be done in two forms:
    - i. Specific learner names provided in advance to the Provider no more than ten working days before the Visit: and
    - ii. Random sample requested during the Visit
- c) During an EQA Visit the Approved Training Provider will be asked to demonstrate that they have effective quality assurance and control systems in place to monitor and review the ISP qualifications.
- d) Reviewing the systems and procedures of the Approved Training Provider (e.g., their IQA policy/processes) to confirm that criteria continue to be met. Where EQA confirms adherence to approval criteria, the EQA will also confirm Approved Training Provider certification claim status and record this decision on the EQA Report. The EQA will also appropriately confirm the Approved Training Provider's risk assessment category based on their visit and decide whether Direct Claim Status can be awarded (see '[Direct Claim Status Policy](#)')

- e) Giving the Approved Training Provider feedback and agreeing any action points required through the completion and issuance of an EQA Report.
- f) Completing the EQA report and providing copies to; the Approved Training Provider, ISP Quality Manager, ISP Head of Education, and ISP Head of Operations and retaining a copy in the Provider's folder on SharePoint.

Approved Training Providers are expected to conduct internal quality assurance of assessments and assessors in accordance with their own quality assurance policy and processes and retain these on file for review at an EQA Visit by the ISP. They will be required to present Portfolios of learner evidence to their EQA for inspection during the EQA Visit, the outcome of which will be recorded on their EQA Report and will contribute to their overall risk rating. This will ensure that effective learning and improved competency has been achieved.

Approved Training Providers are required to have IQA processes that ensure each assessor is correctly interpreting and applying the requirements of the units. The table below shows the indicative % sample for a Provider dependent on their risk rating.

#### Frequency of EQA Visits

These will vary dependant on the risk profile of the Approved Training Provider. The table below indicates the expected frequency and sample size based on the Provider's risk rating:

Risk rating	Sample size	EQA frequency	Direct Claim Status available?
1 – No Risk	10%	Annually	Yes
2 – Low Risk	10-20%	Bi-annually	Yes
3 – Medium Risk	20-30%	Quarterly	No
4 – High Risk	30-50%	Monthly	No
5 – Very High Risk*	50-100%	Monthly (minimum)	No

\*New learner registration and certification restricted until Risk level drops below 5

#### EQA: Role, Engagement, Training and Monitoring

##### Roles & responsibilities:

##### The Role of the EQA:

- ISP EQAs will be managed by the Quality Manager who will be responsible for their operations. The Quality Manager will also monitor the performance of both the systems and the individual EQAs.
- All external verification will be undertaken, when appropriate, by ISP Associates who are quality and/or subject specialists and have detailed knowledge of ISP qualifications and administrative arrangements to support the qualifications that they verify. EQAs (EQAs) will be engaged through demonstration of their relevant experience and expertise, after which they will be trained and inducted in ISP's policies and procedures.
- EQAs act as ISP's representatives liaising with Approved Training Providers to establish consistency of assessment(s) and Evidence of learning. They sample the quality assurance and assessment processes, the standard of assessments and learners' experiences for certification purposes. In addition, they offer advice and guidance to Approved Training Provider's, staff, and ISP to support continuous improvement.
- EQAs undertake appropriate quality assurance visits to Approved Training Providers to ensure ISP qualifications are being delivered in a manner approved by ISP and assessments are being conducted in accordance with ISP's agreed standards. A report from each Approved Training Organisation visit will summarise the Approved Training Organisation's activities, make judgments and recommendations through the EQA Report Form. Approved Training Organisations will be informed of the content of the report and agree any action points with the EQA before leaving.
- EQAs are required to sample a minimum of 10-20% of the assessments undertaken by the Approved Training Provider. Sampling must cover the full range of attainment (i.e., the assessment methods used, the assessments of all assessors and the units involved in the decisions relating to learning outcome achievement).

- EQAs help to standardise the Approved Training Provider's interpretation of the assessment criteria and act in an advisory capacity on the nature and scope of any Approved Training Organisation designed assessments. They will also advise on the delivery of the qualification in order to ensure that learners provide the appropriate evidence of achievement.
- The number of Approved Training Providers allocated to each EQA will be dependent on the number of registrations received and the geographical spread of Approved Training Providers.
- EQAs will not be allocated to any Approved Training Provider where there may be a conflict of interest. They are expected to declare any conflict of interest on application for the role and subsequently during any further work undertaken.
- EQAs must complete an EQA Risk Assessment Report Form within ten working days of each Approved Training Provider visit and provide copies to relevant personnel within ISP. The report must include action plans where required, objective recommendations and an Approved Training Providers Risk Assessment rating of 1 to 5, ensuring ISP can see the strengths and weaknesses of the Approved Training Provider's provision, with particular reference to the standard of assessment decisions.
- EQAs will attend annual standardization meetings to ensure consistency of approach. They will also, where necessary, receive training as part of their continuing professional development relating to new procedures and regulations. EQA's will be regularly monitored through a monitoring review of their EQA forms, and an annual Monitoring Report Form will be completed. Also, to further ensure consistency, EQAs will be accompanied on an Approved Training Organisation visit, using the Joint Visit monitoring programme, which will be conducted by the Quality Manager or Senior Verifier. This programme will be conducted every one to three years depending on the EQAs Joint Visit report risk assessment
- EQAs may be required to examine and report on evidence following an appeal by an Approved Training Provider or learner against an assessment decision, changes to an assessment decision or results, as allowed for in the 'ISP Appeals Procedure.' They will be instructed and supported through this by the Quality Manager.
- EQAs must maintain records and copies of all communications with an Approved Training Provider. These may be requested for a quality review at any time by the Quality Manager, ISP, or the relevant regulator.
- All work undertaken by ISP EQAs is confidential and must be always kept secure.

#### *Recruitment, training & engagement of EQAs*

Engagement with ISP EQAs is subject to them having the appropriate qualifications, experience, and occupational expertise for the role. All EQAs are expected to appropriately participate in the EEQAV training & ongoing CPD, whether they are new or experienced.

EQA training includes:

- Induction to ISP and its Quality Management System
- A walkthrough of the relevant EQA processes and forms
- Shadowing other EQAs and/or Quality Manager
- Accompaniment on the first EQA Visits by the Quality Manager for advice and monitoring
- Attendance at annual standardisation meetings to ensure consistency of approach.
- They will also, where necessary, receive training as part of their continuing professional development relating to new procedures and regulations which may include, but not limited to:
  - External training
  - IQA/EQA qualifications such as L4 Award in EQA of Assessment Processes & Practice

EQA's will be regularly monitored through a periodic review of their EQA forms, and an annual Monitoring Report Form will be completed. Also, to further ensure consistency, EQAs will be accompanied on an Approved Training Organisation visit, using the Joint Visit monitoring programme, which will be conducted by the Quality Manager. This programme will be conducted every one to three years depending on the EQA's Joint Visit report risk assessment

#### *ISP record retention policy*

- All ISP Approved Training Providers must retain sufficient assessment and verification records to allow for review of assessment over time
- retain assessment and verification records for a period of at least 3 years
- make these records available to ISP when requested (ISP is not required to give notice to the Provider if requirements dictate prompt action)
- must ensure that all required elements of their learner records are available, if requested.

ISP EQA's will sample learner's assessments and review the Approved Training Provider's tracking, assessment, and verification records, to ensure compliance with required record retention.

#### Provider Risk Management

*This section aims to explain how the ISP will:*

- *identify and monitor all relevant conflicts of interest, and any scenario that could foreseeably lead to such a conflict in the future,*
- *take all reasonable steps to ensure that no such conflict has an Adverse Effect,*
- *take all reasonable steps to prevent the occurrence of any incident that could have an Adverse Effect,*
- *take all reasonable steps to prevent the occurrence of any malpractice or maladministration in relation to the delivery or marking of assessments by a Centre,*
- *enter into arrangements with a Centre on terms which allow the awarding organisation to comply with the Conditions as a whole, and monitor, and where necessary take action, to ensure the Centre does not put the awarding organisation's compliance at risk,*
- *ensure that assessments for the relevant qualification remain fit for purpose upon delivery,*
- *ensure that the criteria against which Learners' performance is differentiated are being accurately and consistently applied by Assessors,*
- *ensure any results it issues are accurate and fully reflect the evidence produced by the Learner and the Learner's attainment when judged against the standard set by the awarding organisation.*

All Approved Training Centres offering centre assessed qualifications will be required to sign a Contract with the ISP confirming their adherence to this strategy and all relevant and necessary policies which will allow the ISP to comply with the Conditions as a whole, and monitor, and where necessary take action, to ensure the Approved Training Provider does not put the awarding organisation's compliance at risk.

ISP will identify and monitor all relevant conflicts of interest, and any scenario that could foreseeably lead to such a conflict in the future through out [Conflict of Interest Policy](#).

We will take all reasonable steps to ensure that no such conflict has an Adverse Effect through our [Adverse Effect Policy](#).

ISP will take all reasonable steps to prevent the occurrence of any malpractice or maladministration in relation to the delivery or marking of assessments by a Provider via our [Malpractice Policy](#).

In any event where an Approved Training Provider does not adhere to the requirements of this strategy, we will take relevant action and make appropriate adjustments as outlined below.

It is the policy of ISP that EQA are not responsible for quality assurance of assessment decisions at an Approved Training Provider in which they have a personal interest. Consequently, all EQAs are scrutinized appropriately before being appointed to an Approved Training Provider to ensure no conflict of personal interest. This will involve a review of the EQA's CV including any prior appointments within, or within a subsidiary of, or with any connection to the Directors thereof, the Approved Training Provider. All ISP staff include EQAs (whether permanent employees or associates) are required to sign a Conflict of Interest Declaration annually to this effect.

## Section 4: Taking action and making adjustments

*This section aims to explain:*

- *how we identify and resolve issues such as malpractice relating to Centres' delivery and marking of an assessment,*
- *how we will decide on the actions that we will take where it identifies an assessment is not being delivered or marked in line with its requirements,*
- *our approach to making adjustments to a Centre's results*

Following an EQA visit, ISP will confirm what actions or sanctions, if any, will be taken in response to the EQA Report, this may include:

- a) No action required following the visit, all systems and procedures in place and working as expected.
- b) Action plan agreed, and requirements monitored to ensure compliance (this may include re-contacting or even revisiting the Approved Training Provider)
- c) The instigation of restrictions on certification and/or registrations until remedial action has been taken.
- d) The complete suspension or cessation of all Approved Training Provider activity.
- e) The monitoring of the EQA performance in line with ISP quality assurance requirements.
- f) Giving feedback to Approved Training Providers, EQA's and updating all relevant parties regarding quality issues.

In exceptional circumstances some EQA visits may be planned at short notice and in some instances with no notice other than arriving at an Approved Training Provider premises unannounced. ISP reserves the right to visit any Approved Training Provider at any time and without notice to confirm that approval criteria is being met if they feel that the Provider is not adhering to the requirements of this strategy and the various QMS requirements provided to them.

Our [Moderation Policy](#) outlines the actions taken in the event of where we identify an assessment is not being delivered or marked in line with its requirements along with our approach to making adjustments to a Provider's results as applicable.

Additionally ISP have a [Complaints/Appeals](#) and a [Malpractice Policy](#) that govern and assure the actions that may threaten the integrity of Institute of Sales Professionals (ISP), its qualifications, assessments & quality assurance (and EPA) requirements.

## Section 5: Ongoing review

This strategy remains under continual review throughout the year. It is published to the ISP website and newly Approved Training Providers are required to read and understand prior to them becoming approved to offer centre assessed qualifications by the ISP.

Through quarterly standardisation meetings, quarterly Governance & Quality Board<sup>2</sup> meetings and through ISP Board meetings we aim to continually improve the effectiveness and relevance of our quality management system, and as such if there any changes or improvements made then this strategy will be updated accordingly

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<sup>2</sup> GAQ board is made up of ISP Responsible Offer, ISP Managing Director, ISP Quality Manager and two external Awarding Body/EPAO specialists and who's role is to govern, scrutinise and challenge ISP Education operations and quality assurance policies and processes