

Appendix A – ILEX Centre Accreditation Quality Standards

Centres are required to show a commitment to quality in centre and programme provision by meeting the following:

Requirements relating to students:

1. Centres are required to provide accurate and up-to-date information, guidance, support and registration advice to ILEX students.
2. Centres are required to have an appropriate policy for entry and enrolment to ensure that an adequate assessment of the students' existing skills, knowledge and understanding is made prior to registration for a particular programme.
3. At the start of an ILEX programme, centres are required to provide students with a Student Handbook or information covering the following:
 - Programme structure
 - Syllabus coverage
 - Contact details for programme tutors
 - Student induction programme
 - Timetable
 - Learner support
 - ILEX registration and exam entry closing dates
 - Rules on enrolment
 - Fees
 - Attendance
 - Student conduct and cancellation rules
 - Past assessment materials
 - Centre resources
 - Reasonable Adjustments and Special Considerations Policy
 - Complaints and Appeals procedures
 - ILEX contacts
 - Details of Boards of Study meetings.
4. Centres are required to put in place robust procedures and control mechanisms covering:
 - Student attendance
 - Student performance
 - Provision of feedback following assessments (if applicable)
 - Distribution and collation of student satisfaction questionnaires
 - Complaints procedures
 - Appeals procedures
 - Annual programme review procedures.
5. Centres are required to ensure that valid and reliable assessments of ILEX students' achievements are conducted and that details of these are made available to ILEX at the appropriate time in an appropriate way.
6. Centres are required to ensure that they fully understand the assessment specifications provided by ILEX and that they comply with its provisions.

Requirements relating to staff:

1. Centres are required to have in place appropriate staff, or have plans in place to appoint appropriate staff, before the ILEX qualifications are made available, in accordance with the requirements of the ILEX qualification(s).
2. Centres are required to provide all ILEX tutors with appropriate inductions and professional development (including a development plan) to ensure that they can maintain their expertise and competence to deliver the ILEX qualification(s).
3. Centres are required to ensure that ILEX programme managers, course coordinators and tutors are competent and have access to appropriate training, guidance and support.

Requirements relating to resources:

1. Centres are required to have adequate systems and resources in place, including staff, equipment, materials and software, to support the delivery of the ILEX programmes.
2. Centres are required to use buildings that provide access for all students, in accordance with relevant legislation including without limitation the Disability Discrimination Act and any successor legislation, and provide the following facilities:
 - Lecture rooms
 - Private study
 - Learning resources and IT facilities
 - Refreshments
 - Examinations venue (with appropriate provision for invigilation and security or make appropriate alternative arrangements).
3. Centres are required to adhere to any assessment requirements in accordance with the ILEX qualification(s) requirements.
4. Centres are required to ensure the security and confidentiality of assessment materials and records, including examination question papers, examination scripts, records of marking, portfolios and Professional Skills assessments before, during and after the assessment has taken place.
5. Centres are expected to be working towards the full implementation of all the requirements associated with qualifications accredited to the Qualifications and Credit Framework (QCF). This includes arrangements for the acquisition of Unique Learner Numbers (ULNs) for students (where appropriate), and the development of systems and processes necessary to ensure that students' QCF achievements and their associated credit are both tracked and maximised.
6. Centres are required to have a documented quality management system in place that is systematically reviewed to ensure that students and staff needs are addressed, that all appropriate persons are kept up-to-date with the quality policy, procedures and standards, and that responsibilities for the management of these systems are clearly and appropriately allocated.
7. Centres are required to have an appropriate and effective system for the management of all sub-contracted services and that all policies and

requirements referred to within the ILEX Centre Accreditation Handbook will apply to all satellite sites affiliated to a centre, for example, remote assessment sites or delivery points.

Requirements relating to a centre's obligations to ILEX:

1. Centres are required to keep complete and accurate records, for at least three years from the end of the year to which they relate, for all ILEX qualifications and make these available to ILEX upon request.
2. Centres are required to report immediately to ILEX any suspected malpractice in line with the statutory regulation and respond speedily and openly to all requests for an investigation into an incident.
3. Centres are required to ensure that any breach in security is reported to ILEX immediately.
4. Centres are required to agree to provide ILEX and the regulatory authorities, on reasonable notice, with access to premises, people and records as required, and to fully cooperate with ILEX's monitoring activities, including but not limited to providing access to any premises used (including satellite sites).
5. Centres are required to comply with all relevant legal, regulatory criteria and codes of practice as updated and amended from time to time and to ensure that all centre policies are up-to-date and reflect any legal changes which have been implemented or changes to the centre.
6. Centres are required to forward a copy of the minutes from their Board of Study meeting to the ILEX Centre Liaison Officer within six weeks of the meeting being held.