



Centre Approval Requirements

To achieve and maintain approved centre status a centre must provide evidence that the following systems are in operation:

1. Management

To maintain overall responsibility for all operations (programme delivery, assessment, and internal verification) and provide support to learners and the centre team (tutors, assessors, IVs). Evidence includes:

- i. An appointed Centre Contact
- ii. An appointed Administration Contact
- iii. An appointed Examination Contact
- iv. An equality and diversity statement and information regarding its implementation in relation to access to training and support for learners and the teaching team
- v. Arrangements for reasonable adjustment and special considerations
- vi. An appeals procedure
- vii. Induction materials
- viii. High quality learning materials
- ix. Assessment and internal verification materials

2. Human resources

To ensure the quality of programme delivery, assessment and internal verification, evidence includes:

- i. Records of qualifications and experience of the teaching, assessment and internal verification team
- ii. Records of staff development, training and meetings for standardisation of assessment practice

3. Programme delivery

To ensure that learner learning is high quality, evidence includes:

- i. Programme timetables reflecting progressive and logical structure of the learning programme
- ii. Demonstration of a variety of teaching and learning approaches
- iii. Management of assessment opportunities for all units and qualifications
- iv. Records of delivery for both internally delivered and blended/distance learning programmes
- v. Records of learner support provision

- vi. High quality resources and support materials to assist learning (CYQ learning materials must be used if centre resources do not meet the required standard)
- vii. Records of provision of equality and diversity, with access to learning

4. **Internal verification**

To quality assure the assessment process ensuring consistency between members of the assessment team, evidence includes:

- i. An internal verification plan that demonstrates appropriate sampling to cover the needs and experience of different assessors, programmes and assessments, learners and assessment sites
- ii. Internal verification reports and records of feedback to the assessment team
- iii. Provision of training in response to identified needs

5. **Assessment**

To ensure the quality of practice and procedures, evidence includes:

- i. Learner profile records
- ii. Accreditation of prior achievement/learning records
- iii. Formative and summative assessment records
- iv. Valid and reliable assessment methods
- v. Valid and reliable learner evidence

6. **Physical resources**

Evidence includes:

- i. Health and safety procedures, including risk assessments
- ii. Appropriate physical environment and equipment
- iii. Teaching aids
- iv. Learning resources

Management of Units and Qualifications

Centres must endeavour to show the following:

- Active involvement of senior management to ensure that the quality of programme delivery, assessment and internal verification is maintained
- Authorisation and allocation of human resources with roles and responsibilities clearly defined in relation to programme delivery, assessment and internal verification

- Time allocation for regular team meetings between all staff involved in the delivery, assessment and internal verification of the units and qualifications
- Details of any formal collaboration with other centres and/or associated satellite sites defining responsibilities, to ensure accountability and quality control
- Arrangements for the provision of appropriate Continued Professional Development (CPD) activities for tutors, assessors and IVs to ensure the achievement and maintenance of the highest possible standards
- Effective structure and time management of the specific programmes delivered to promote opportunity for learner achievement. This requires the provision of a planned and detailed scheme of work aligned to the unit or qualification syllabus. It should incorporate information regarding how and when formative and summative assessment will take place.
- A commitment to providing effective and inclusive induction and learning support to meet learners needs. This requires clear statements of how learning support will be provided throughout the programme, defining the facilitation and records of support for those learners with identified reasonable adjustments and special considerations.
- Provision of the appropriate physical resources (in accordance with the relevant health and safety legislation), for the effective delivery of the unit or qualification
- A clear commitment to equality and diversity, with the provision of a written equality and diversity policy, which is communicated to staff and learners. Access to information, guidance and advice on equality and diversity must be provided for learners and centre staff
- Provision of a clearly documented appeals policy that is accessible to staff and learners. Additional information on the CYQ appeals procedure should be openly accessible to learners and centre staff
- Provision for (and reports demonstrating) regular centre reviews and evaluation of unit and qualification delivery
- Accurate records of learner achievement which are retained for the relevant periods

Programme Notification (CQ1)

All CYQ programmes must be registered by the centre on a CQ1 Programme Notification Form at least four weeks before the programme begins. The CQ1 form can be completed and submitted via the CYQ website.

Where possible, CYQ encourages centres to register all programmes at the beginning of the academic year. An accurately completed CQ1 Programme Notification Form will help to ensure that CYQ is:

- Aware of the centre's delivery and assessment plans
- Able to provide the appropriate external verification and support



Administrative Enquiries

Details relating to registration, certification and resource orders can be found on the CYQ website. Administrative enquiries should be directed to the customer support team at info@cyq.org.uk

For enquiries, centres should clearly detail the following (where relevant):

- CYQ reference number (as indicated on the top right corner of the claims/registration forms)
- Date of assessment/registration/certification claim
- Date the form was sent to CYQ
- Number of learners and unique CYQ learner code/Unique Learner Number (ULN)
- Centre name and CYQ/UKRLP code
- Relevant unit or qualification title and code
- Nature of all enquiries

CYQ will acknowledge receipt of your enquiry within 24 hours and will identify the steps that will be taken along with an expected date for completion. CYQ will inform you inside the stated time frame if investigations will take longer than initially anticipated and will work with you to reach a speedy and satisfactory conclusion.

Human resources

CYQ are committed to monitoring and maintaining the quality of:

- Programme delivery
- Assessment
- Internal verification

A CYQ Centre Evaluator will review all centre approval applications to ensure that centres applying for approved centre status have the appropriate systems in place to demonstrate:

- Appropriately qualified and sufficient human resources to enable effective delivery and assessment of the unit/qualification
- Continuity and consistency in the quality of programme delivery and assessment
- Opportunities for the provision of staff development and support, to include:
 - Induction
 - Performance reviews
 - Quality assurance meetings
 - Continuing professional development
 - CYQ centre training days

- Sufficient and appropriate course material for programme delivery (CYQ learning materials must be used if centre resources do not meet the required standard).
- Adequate time to plan, administer and deliver the qualifications with sufficient time allocation for learner guidance and support
- Evaluation activities to monitor the effectiveness of programme delivery and assessment, to include:
 - Learner evaluations
 - Tutor evaluations
 - Assessor evaluations
 - IV reports
 - Minutes of team meetings
 - Appraisals

Criteria for Appointment of Tutors, Assessors and IVs

All Levels:

- Current occupational competence with relevant experience and qualifications in the fitness sector or appropriate field
- Hold appropriate teaching and assessing qualifications (at Level 2 and 3, the separation of the roles of Tutor and Assessor is encouraged to avoid potential conflict of interest. Where this is not possible please apply to CYQ for approval)
- Hold appropriate Internal Verification qualifications where relevant

Further information regarding specific CYQ requirements for centre staff can be found on the CYQ website.

Please note:

The work/judgements of un-certificated assessors (A1/A2) /internal verifiers (V1) must be checked, authenticated and countersigned by an appropriately qualified assessor and/or IV.

Appropriately qualified IVs (V1) must sample an increased ratio of un-certificated assessors' assessment decisions to ensure correct decisions/judgements are made.



Programme Delivery

CYQ offer a wide range of resources to assist with programme delivery for both direct learning and blended/distance learning. Further information regarding CYQ resources can be found on the CYQ website.

Where available, the Centre Contact should arrange for CYQ to provide the centre with:

- A syllabus for the specific unit/qualification (these include aims and learning outcomes, and assessment specification)
- Assessment and internal verification paperwork
- Learner assessment records
- Support manuals
- Blended/distance learning material (if relevant)
- eLearning resources (if relevant)

Centres wishing to use their own resources must disclose this upon application for approval. Centres that provide poor quality materials will be required to use CYQ learning materials

Timetabled hours

The number of guided learning hours for all units and qualifications is provided on the CYQ website and is available in the unit/qualification syllabus.

The unit/qualification syllabus provides recommendations regarding the distribution of teaching hours and contact. However, it is the Tutor's responsibility to adapt these guidelines to meet the centre and learner requirements.

Teaching methods and approaches to learning

Centres delivering programmes are free to select a range of appropriate teaching/learning strategies for the programme. Learners will bring to the course a variety of skills, knowledge and experience. Programme planning should reflect the particular needs of the learners as a group and as individuals.

Centre Sanction - Centres must not commence delivery of a unit or qualification until written confirmation of approval has been received from the CYQ approvals and verification team. Failure to adhere to this requirement will result in a centre sanction being implemented; and as a result, additional fees will be incurred by the centre.

Assessment and Internal Verification

Each centre will be expected to quality assure standards of assessment across the range of units and qualifications offered. Centres should provide arrangements for carrying out internal verification and assessment to ensure that national standards are maintained.

Centres must ensure:

- The availability of valid and reliable assessment opportunities and maintenance of appropriate records of information should include:
 - Assessment paperwork
 - Assessment methods
 - Assessment decisions
 - Feedback, guidance and action planning for learners
 - Internal verification reports and feedback
 - Reasonable adjustment records
 - Appeals
 - Examples of learner evidence/portfolios
- A quality of assessment and verification that accurately represents and maintains the national standards:
 - Qualified and competent assessors and IVs
 - Appropriate assessment documentation
 - Appropriate systems for monitoring and improving assessment and internal verification
 - Appropriate records detailing training and standardisation activities
 - Appropriate records detailing Assessor and Interval Verifier training

Assessment Methods and Sources of Evidence

Evidence for assessment should be generated where appropriate, from the following sources:

- Theory test or e-assessment (to assess underpinning knowledge)
- Written planning (to assess application of underpinning knowledge)
- Direct observation of teaching and evaluation (to assess practical application and demonstration of specific skills and competence that reflect underpinning knowledge)
- Written work sheets (to assess underpinning knowledge)
- Case study (to assess theoretical application of underpinning knowledge)
- Witness testimonies (to validate and/or increase sufficiency of other evidence sources)



- Professional discussions/viva (to validate and/or increase sufficiency of other evidence sources)
- Accreditation of Prior Achievement (APA)/Exemption, (to validate prior learning and assessment)

Assessment guidelines and checklists for all units and qualifications are provided within the syllabus. Assessor and internal verification packs are also available for an additional fee.

Centre Approval Status

The outcome of the centre approval review will be identified as follows:

- **Approved**
Centre meets all CYQ criteria
- **Action required prior to approval**
Centre will need to provide additional evidence to meet all CYQ criteria
- **Approval denied**
Centre does not meet CYQ criteria

Upon confirmation of approval, centres will be issued with the following:

- A confirmation letter of approval
- An approved centre certificate
- A password for the approved centre area of the CYQ website
- A dedicated Customer Support Advisor

In addition to this, your centre's details will be added to the CYQ website and you will be allocated an External Verifier.

Approvals and Verification Support

Day to day approvals and verification support is offered by the CYQ Approvals and Verification team. Once approved, centres will receive External Verifier (EV) support visits as per the agreed allocation and additional visits may be arranged by the centre or EV as appropriate. Additional visits may incur a fee as indicated on the CYQ website.