



## Role of the Administration Contact

An administration contact must be appointed by a centre and is responsible for dealing with all administrative procedures within the centre. They will in particular be responsible for ensuring that learner registrations and requests for certification are processed. To ensure a smoothly run operation and delivery of a programme the administration contact should communicate with all other key persons involved.

Responsibilities of the administration contact include:

1. Processing learner applications, to include:
  - i. Managing learner enquiries
  - ii. Ensuring prospective learners are fully informed and inducted to programme
  - iii. Gathering relevant information from prospective clients to ensure open access to the programme and assessments
  
2. Completing all CYQ paperwork accurately, to include:
  - i. Submission of CQ1 Programme Notification Form and registrations
  - ii. Requests for support materials
  - iii. Requests for certification
  - iv. Applications to deliver additional units and qualifications
  - v. Applications for additional staff approval
  - vi. Applications for additional venue approval
  
3. Ensuring that records of learners' progress and achievement, together with any additional supporting evidence, are retained for the EV, to include:
  - i. Application and enrolment forms
  - ii. Records of achievement
  - iii. Formative and summative assessment records
  - iv. Records of appeals
  - v. Records of reasonable adjustments and special consideration
  - vi. Records of malpractice
  
4. Liaison with the Centre Contact, tutors, assessors and IVs and ensuring they have adequate resources, to include:
  - i. Physical resources
  - ii. Support materials
  - iii. Assessment materials and programme evaluation materials
  
5. Processing the receipt and issue of certificates to the learners, to include:
  - i. Ensuring that learners are aware that future enquiries including requests for duplicate certificates are directed to the Centre Contact



- ii. Learners are aware of their CYQ unique learner number/LSC unique learner number (where applicable) and provide this information to centres when registering for all CYQ units and qualifications in the future
6. Ensuring that learners receive all information relevant to their registration status including resources (where resources are part of registration package).
7. Ensuring that learners are aware that enquiries related to resources must be directed through the centre.

Please note: The Centre Contact must notify CYQ of any/all changes to administration personnel and provide an outline of their agreed responsibilities. CYQ will be unable to process requests for services/products from unauthorised staff.

Information that must be made available to the CYQ Approvals and Verification team:

- Name of the centre administration contact
- Clear specification of roles and responsibilities for the administration contact role and any other dual role (e.g. Centre Contact, Assessor etc)
- All changes to named staff/responsibilities related to CYQ procedures and approval