



## Role of the Centre Contact

A Centre Contact must be appointed to act as the direct link between the approved centre, CYQ, and the EV. They may have a dual role as IV, Tutor and/or Assessor. They may or may not also be responsible for administration.

Responsibilities of the Centre Contact include:

The Centre Contact's prime purpose is the management of the overall programme within the centre.

1. Liaison between assessors, IVs and the EV, to include:
  - i. Briefing the EV on centre specific information or procedures
  - ii. Providing full details of the programme organisation and assessment
  - iii. Ensuring that feedback provided by the EV is communicated and disseminated to all members of the centre team
  - iv. Identifying action requests from EV reports for specific personnel and negotiating an appropriate time frame for completion
  - v. Communicating with the centre's administration department to ensure that all administration is carried out effectively and that all relevant literature is available for learners and meets CYQ requirements
  
2. Ensuring the programme and assessments are run in accordance with CYQ requirements, to include:
  - i. Notifying CYQ of any changes to physical and human resources and associated roles/responsibilities
  - ii. Notifying CYQ of any change that affects the centres ability to continue to meet the approved centre criteria
  - iii. Taking responsibility for appointing appropriately qualified tutors, assessors and IVs and making appropriate arrangements for cover in the event of staff sickness and/or deployment
  - iv. Ensuring all personnel involved in the delivery and assessment of the programme are familiar with and have access to the unit/qualifications syllabus, assessment criteria and appropriate support resources
  - v. Planning regular meetings to monitor progress and quality of the programme and assessment and provide support to staff as necessary
  - vi. Ensuring that the centre does not extend its NVQ operations outside England, Wales and Northern Ireland

3. Ensuring that the centre's equality and diversity policy is implemented, to include:
  - i. Maintaining detailed records of learner applications and achievements
  - ii. Documenting appeals (with supporting evidence) for the EV
  - iii. Documenting all applications for reasonable adjustments and making these available to the EV
  
4. Act as the main contact for learners, to include:
  - i. Managing enquiries
  - ii. Induction training and information
  - iii. Guidance and support
  - iv. Planning opportunities for unsuccessful learners to be supported and re-assessed
  - v. Ensuring that learners are informed of their registration status
  
5. Ensuring that CYQ security procedures are implemented, to include:
  - i. Distribution of security, invigilators and learner guidelines for external assessment to relevant personnel
  - ii. Documenting all concerns/ issues related to security and making these available to the EV/ CYQ staff as appropriate
  - iii. Passwords for access to the approved area of the CYQ website are set up only for authorised personnel
  
6. Ensuring that the CYQ E-signatory contract procedures are implemented, to include:
  - i. Maintaining the currency of the E – signatory contract
  - ii. Distribution of relevant claims/request forms to authorised staff
  - iii. Claims are made only from authorised staff/email addresses named on the e-contract
  
7. Ensuring that the certification claims forms are fully complete and the awarding process remains intact, to include:
  - i. Ensuring the IV signature is recorded on all relevant claims forms (all NVQs and non Direct Claims Status [DCS] centre claims)
  - ii. Assessment decisions are accurately recorded
  - iii. Learner names are correctly spelt
  - iv. Payment details are accurately recorded
  - v. NVQ Learners have been pre-registered for a minimum of 10 weeks prior to claim
  - vi. Where registration is a requirement, all learners are registered promptly and prior to programme start/ certification claims (as appropriate)

- vii. All certificates are claimed within six months of the final assessment decision
8. Ensuring that all learners receive information relevant to their registration status, to include:
    - i. The unit/qualification that they are registered for and timeframe for completion
    - ii. Receipt of relevant CYQ Learner Assessment Portfolios and materials prior to programme start (where packs form part of the registration process)
    - iii. CYQ unique learner number and LSC Unique Learner number (where applicable)
    - iv. Ensuring that learners are aware of their responsibility to advise their CYQ unique learner number on all future applications for CYQ qualifications prior to registration/ certification claims from the relevant centre
    - v. Ensuring that learners are aware of their responsibility to advise their unique learner number (where applicable) to all awarding bodies prior to future registrations/certification claims
    - vi. Ensuring that learners are informed of reasonable assessment adjustments
  9. Ensuring that all relevant staff have access to and are fully conversant and compliant with the current CYQ terms and conditions, to include:
    - i. Ensuring that the terms and conditions declaration is forwarded to CYQ along with approval documentation
  10. Ensuring that specific requests from CYQ for annual updates of information and feedback on customer service are responded to within the given timescales.

## Criteria for appointment of the Centre Contact

- Effective organisation skills
- Ability to manage a programme of learning and assessment, communicating information to all personnel
- Knowledge of the qualifications being delivered
- Knowledge of assessment and internal verification procedures
- Knowledge of awarding body requirements

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

- Name of the Centre Contact



- Clear specification of roles and responsibilities for the Centre Contact role and any other dual role (e.g. IV, Assessor etc)
- CV and copies of relevant certificates (if the centre contact is also a Tutor, Assessor or IV)