



Quality Assurance Boundaries (Enhancing, Enabling, Emerging)

2023

CIMSPA
standards
professionalism
advocacy

	Enhancing	Enabling	Emerging
Quality Of Education			
Education provider leaders build or construct education products which meet employer need within the area in which they deliver their training.	<p>There is evidence that the endorsed training provision meets employer needs, through mapping to the relevant professional standard.</p> <p>The partner has also provided evidence that the course provision meets employer needs.</p>	<p>There is evidence that the endorsed training provision meets employer needs, through mapping to the relevant professional standard.</p> <p>The partner's evidence could be strengthened by ensuring up-to-date mapping to the correct professional standard/mapping version and/or evidence of employer activity and support.</p>	<p>There is limited evidence that demonstrates the endorsed course provision meets employer need.</p>
Indicative Content:	<ul style="list-style-type: none"> - Evidence of mapping to a Professional Standard. - Evidence that the professional standard mapping is on the correct mapping template version. - Evidence that mapping is to the most current version of the Professional Standard. - Evidence via written support from an employer that explicitly states how the training provision meets their needs. - Evidence of employer involvement in the design, development and/or delivery of the endorsed education product. 		

<p>The Endorsed product is planned and sequenced towards knowledge and skills in the subject area.</p>	<p>There is evidence that the endorsed training provision is sequenced logically to facilitate achievement and attainment towards knowledge and skills in the subject area.</p>	<p>There is evidence that the endorsed training provision is sequenced towards knowledge and skills in the subject area.</p> <p>The partner evidence could be enhanced by demonstrating a clear, logical progression in the curriculum or providing detailed lesson plans that highlight sequencing towards knowledge and skills in the subject area.</p>	<p>There is limited evidence to support that the endorsed training provision is sequenced towards knowledge and skills in the subject area.</p>
<p>Indicative Content</p>	<ul style="list-style-type: none"> - Evidence of detailed endorsed product scheme of work. - Evidence of clearly stated aims and objectives of the course. - Evidence of comprehensive and relevant resources/materials. - Evidence of valid and reliable assessments that align to course objectives. - Evidence of multichannel communications such as emails, discussion boards or webinar that facilitate course delivery. 		
<p>The education provider provides opportunities for future learning and employment progression.</p>	<p>There is comprehensive evidence to support that they provide opportunities for future learning and employment progression to its learners.</p>	<p>There is evidence that the education partner provides opportunities for future learning and employment progression to its learners.</p>	<p>There is limited evidence to support that they provide opportunities for future learning and employment progression to its learners.</p>

		The partner evidence could be enhanced by showing a comprehensive catalogue of advanced courses, demonstrating job role assistance or strong connection with relevant industry entities for employment opportunities.	
Indicative Content:	<ul style="list-style-type: none"> - Evidence of comprehensive Post learner information/Post completion guidance. - Evidence of written signposting to further development/training or employment opportunities. - Evidence of ongoing academy option with refresher training for continual skill improvement e.g. First Aid requirements. - Evidence of signposting to CIMSPA endorsed training opportunities to ensure alignment with recognised standards. 		
The education partner adopts an inclusive approach to organisation culture.	There is evidence that the partner has an inclusive approach to organisational culture.	<p>There is evidence that the partner has an inclusive approach to organisational culture.</p> <p>The evidence could be enhanced by undertaking relevant and up-to-date EDI training, updating of education product material to ensure an inclusive learning environment and/or</p>	There is limited evidence to support that the partner has an inclusive approach as part of their organisational culture.

		development of EDI risk and impact assessment.	
Indicative Content:	<ul style="list-style-type: none"> - Evidence of an up-to-date Equality and Diversity Policy including adherence to appropriate legislation. - Evidence of appropriate terminology used within organisation communications that promote inclusion and sense of belonging. - Evidence of Employability Leisure Guide awareness. - Evidence of Employability Leisure Guide C application to support disabled learners. - Evidence of EDI training undertaken at least annually. - Evidence of organisation EDI Risk and Impact Assessment. 		
The education partner adopts an inclusive approach to the accessibility of its education provision.	There is evidence to support that the partner adopts an inclusive approach to the accessibility of its education provision.	<p>There is evidence to support that the partner adopts an inclusive approach to the accessibility of its education provision.</p> <p>The evidence could be enhanced by demonstrating efforts to address potential barriers of access to education product provision, through alternative means and methods relevant to learner accommodations.</p>	There is limited evidence to support that the partner adopts an inclusive approach to the accessibility of its education provision.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of up-to-date and comprehensive Reasonable Adjustments and Special Considerations Policy - Evidence of accessible entry to education partner facilities. - Evidence of Employability Leisure Guide B application to support disabled learners. - Evidence of suitable accommodations made, relevant to learner requirements. 		

	<ul style="list-style-type: none"> - Evidence of a completed student learning map, where requests were received. 		
The partner adopts an inclusive approach to education delivery.	There is evidence to support that the partner adopts an inclusive approach to education delivery.	<p>There is evidence to support that the partner adopts an inclusive approach to education delivery.</p> <p>The evidence could be enhanced by demonstrating flexibility in education product delivery, diversifying teaching methods to include varying learner styles and/or availability of learning materials in accessible formats.</p>	There is limited evidence to support that the partner adopts an inclusive approach to education delivery.
	<ul style="list-style-type: none"> - Evidence of an up-to-date and comprehensive Reasonable Adjustments and Special Considerations Policy - Evidence of accessible arrangements for additional learner needs. - Evidence of Employability Leisure Guide B application to support disabled learners. - Evidence of a variety of teaching methods, where appropriate to education product design, to cater for a range of learning styles. - Evidence of flexibility in education product sequencing and delivery to include and incorporate learners with alternative needs. 		
The education partners tutors and/or assessors have evidenced knowledge of the subject area.	There is robust evidence to support that the partners tutors and/or assessors have knowledge in the subject area.	There is evidence that the partners tutors and/or assessors have knowledge in the subject area.	There is limited evidence to support that the partners tutors and/or assessors have knowledge in the subject area as such the partner's

		The partner evidence could be enhanced through the undertaking of further learning opportuning to ensure up-to-date knowledge of the subject area.	evidence needs substantial strengthening in this area.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of Tutor CVs which include the Tutors Qualifications - Evidence of Assessor CVs, which include the Assessors Qualifications. 		
The education partner ensures appropriate continuous professional development for its tutors and and/or assessors.	There is evidence that the partner has supported its tutors and/or assessors to undertake continuous professional development, and that the development is appropriate for employee development.	<p>There is evidence that the partner has supported its tutors and/or assessors to undertake continuous professional development.</p> <p>The partner evidence could be enhanced to ensure relevant CPD is undertaken which is applicable to individual employee development.</p>	There is limited evidence that the partner has supported its tutors and/or assessors to undertaken continuous professional development.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of all Tutor CPD records, including all training and development undertaken in the previous 12 months e.g., formal/informal training, Conferences, and job role specific training. - And/or evidence of all Assessor CPD records, including all training and development undertaken in the previous 12 months e.g., formal/informal training, Conferences, and job role specific training. Evidence Assessor CPD records. - Evidence that all tutors and/or assessors have undertaken both internal and external training and development. 		

<p>The education partner delivers the endorsed product in line with endorsement conditions and outlined scheme of work.</p>	<p>There is evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p>	<p>There is evidence that the course delivery is in line with most endorsement conditions and outlined scheme of work.</p> <p>The evidence could be enhanced to ensure it is in line with endorsement conditions, outlined delivery plan and supporting endorsement policies.</p>	<p>There is limited evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p>
<p>Indicative Content:</p>	<ul style="list-style-type: none"> - Evidence of the endorsed product scheme of work at time of endorsement. - Evidence of the endorsed product scheme of work at the time of delivery. - Evidence of adherence to CIMSPA endorsement guidelines and policy. 		
<p>The education partners delivery methods of the endorsed product provide knowledge and understanding relating to the intended aims and objectives.</p>	<p>There is evidence that the endorsed product delivery method provides knowledge and understanding relating to the intended aims and objectives.</p>	<p>There is evidence that the endorsed product delivery method provides knowledge and understanding relating to the intended aims and objectives.</p> <p>The evidence could be enhanced to ensure the delivery of the endorsed product provides knowledge and understanding to the intended aims and objectives.</p>	<p>There is limited evidence that the endorsed product delivery method provides knowledge and understanding relating to the intended aims and objectives.</p>

	<ul style="list-style-type: none"> - Evidence of a comprehensive scheme of work at time of endorsement. - Evidence of endorsed product scheme of work at time of delivery. - Evidence of product delivery adhering to the completed mapping template. - Evidence of supporting resources for content delivery. - Observation of delivery. - Evidence of learner feedback regarding course delivery. 		
Where applicable the education partner delivers the endorsed product in line with endorsement conditions and outlined assessment methods.	There is evidence that course delivery is fully in line with endorsement conditions and outlined assessments methods.	<p>There is evidence that course delivery is in line with most endorsement conditions and outlined assessments methods.</p> <p>The evidence could be strengthened to enhance the delivery of the endorsed product to ensure it is in line with endorsement conditions and outlined assessment methods.</p>	There is limited evidence that course delivery is in line with endorsement conditions and outlined assessment methods.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of endorsed product scheme of work at time of endorsement. - Evidence of endorsed product scheme of work at time of delivery. - Evidence of adherence to original endorsement application. 		
The education partner assessment (where applicable) and the assessment method	There is evidence that the assessment method is well considered to ensure knowledge,	There is evidence that the assessment method is well considered and checks to knowledge, understanding and skills	There is limited evidence that the assessment method is well considered to ensure knowledge, understanding and skills is checked.

used checks knowledge, understanding and skills.	understanding and skills is checked.	The evidence could be enhanced to increase the efficiency and comprehensiveness of the assessment method.	
Indicative Content:	<ul style="list-style-type: none"> - Evidence of scheme of work for the endorsed product at time of endorsement. - Evidence of scheme of work for the endorsed product at time of delivery. - Evidence of assessment method being undertaken - Evidence of assessment method adhering to completed mapping template, where applicable. 		
The education partner provides learners the opportunity to offer feedback around the provision and learner experience.	There is evidence that the partner provides opportunities for learners to provide feedback regarding course provision and learner experience.	<p>There is evidence that the partner provides opportunities for learners to provide feedback regarding course provision and learner experience.</p> <p>The evidence could be enhanced by ensuring the feedback opportunities capture feedback themes and trends efficiently and are acted upon.</p>	There is limited evidence that the partner provides opportunities for learners to provide feedback regarding course provision and learner experience.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of feedback opportunities available for learners. - Evidence of completed learner feedback forms. - Evidence of partner action planning towards improvements to learner experience following learner feedback, where appropriate and necessary. 		

<p>The education partner acts on the learner feedback to enhance the quality of education.</p>	<p>There is evidence that the partner has acted upon previous feedback from learners whereby developmental feedback has been provided.</p>	<p>There is evidence that the partner has acted upon previous feedback from learners whereby developmental feedback has been provided.</p> <p>The evidence could be enhanced by ensuring the feedback opportunities capture feedback themes and trends efficiently and are acted upon.</p>	<p>There is limited evidence that the partner has acted upon previous feedback from learners whereby developmental feedback has been provided.</p>
<p>Indicative Content:</p>	<ul style="list-style-type: none"> - Evidence of feedback opportunities available for learners. - Evidence of completed learner feedback forms. - Evidence to partner actioning planning towards improvements to learner experience following learner feedback, where appropriate and necessary. For example, education product design, and delivery, resources, assessment, experience etc. 		
<p>The education partner has quality assurance processes to ensure quality of training provision.</p>	<p>There is evidence to support that the partner has quality assurance processes to ensure quality of training provision.</p>	<p>There is evidence that the partner has quality assurance processes to ensure quality of training provision.</p> <p>The evidence could be enhanced through adherence to structure Quality Assurance processes and/or procedures.</p>	<p>There is limited evidence that the partner has quality assurance processes to ensure quality of training provision. As such more evidence of quality assurance processes is required.</p>

Indicative Content:	<ul style="list-style-type: none"> - Evidence of Organisation Quality Assurance policy which details Quality Assurance activity relevant to organisation and endorsed product provision. E.g., Sampling Plan, Standardisation Schedule etc. - Evidence of action taken to address issues in quality assurance processes/procedures. 		
The education partner conducts organisation quality assurance activity to ensure the quality of training provision.	There is evidence to support that the partner conducts quality assurance activity to ensure the quality of training provision.	<p>There is evidence that the partner conducts quality assurance activity to ensure the quality of training provision.</p> <p>The evidence could be enhanced to ensure the quality of quality assurance activities are standardised and recorded.</p>	There is limited evidence that the partner conducts quality assurance activity to ensure the quality of training provision. As such more evidence of quality assurance activity is required.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of a standardisation meetings via formal minutes, where applicable to organisation design. - Evidence of department meeting minutes for weekly/monthly/quarterly meetings which discuss endorsed education product. - Evidence of quality assurance activity through previous quality assurance reports, either internal verification, external quality assurance or CIMSPA quality assurance. - Evidence of action taken based on meeting outcomes. 		
The Education Partner enables complaints to be handled professionally.	There is evidence that the partner enables complaints to be handled professionally, with an effective complaints process.	There is evidence that the partner enables complaints to be handled professionally.	There is limited evidence that the partner enables complaints to be handled professionally. As such more evidence of a formal complaints process is required.

		The evidence could bel further development of policies/processes and practice.	
Indicative Content:	<ul style="list-style-type: none">- Evidence of an up-to-date organisation Complaints Policy with date, review date, signature.- Evidence of previous complaints handled, with outcomes and closure.- Evidence of complaints policy adherence.- Evidence of reviews or improvements to the complaints process.- Evidence of employee training on complaints, where applicable to organisation.		
Learner Journey			
The education partner is transparent with their operations, processes, and practices to the learner.	There is evidence that the partner is transparent with their operations, processes, and practices to learners.	<p>There is evidence that the partner is transparent with their operations, processes, and practices to learners.</p> <p>The evidence could be enhanced to ensure the partner is transparent in their operations, processes, and practices through presentation of organisation information.</p>	There is limited evidence that the partner is transparent with their operations, processes, and practices to learners.
Indicative Content:	<ul style="list-style-type: none">- Evidence of an up-to-date Equality and Diversity Policy that is easy to locate for learners, with a date, review date and signature.- Evidence of an up-to-date Complaints Policy that is easy to locate for learners, with a date, review date and signature.		

	<ul style="list-style-type: none"> - Evidence of an up-to-date Appeals Procedure (where appropriate) that is easy to locate for learners, with a date, review date and signature. - Evidence of an up-to-date Maladministration and Malpractice policy (where appropriate) that is easy to locate for learners, with a date, review date and signature. - Evidence of an up-to-date Maladministration and Malpractice policy (where appropriate) that is easy to locate for learners, with a date, review date and signature. - Evidence of an up-to-date Quality Assurance policy (where appropriate) that is easy to locate for learners, with a date, review date and signature. - Evidence of an up-to-date Reasonable Adjustments and Special Considerations policy (where appropriate) that is easy to locate for learners, with a date, review date and signature. - Evidence of an up-to-date Safeguarding policy (where applicable to training provision) that is easy to locate for learners, with a date, review date and signature. - Evidence of Partner Enrolment information given to learners prior to course commencement. 		
The education partner ensures learners are suitable, competent, and qualified to undertake the endorsed training in line with endorsement conditions.	<p>There is evidence that the partner ensures learners are suitable, competent, and qualified to undertake the endorsed training in line with endorsement conditions through quality screening processes.</p>	<p>There is evidence that the partner ensures learners are suitable, competent, and qualified to undertake the endorsed training in line with endorsement conditions.</p> <p>The evidence could be enhanced to ensure learners are suitable, competent, and qualified to</p>	<p>There is limited evidence that the partner ensures learners are suitable, competent, and qualified to undertake the endorsed training in line with endorsement conditions.</p>

		undertake the endorsed training in line with endorsement condition through refining current processes/practices to ensure suitable information capturing.	
Indicative Content:	<ul style="list-style-type: none"> - Evidence of Endorsement application, to outline endorsement conditions. - Evidence of Pre-requisite information displayed alongside course information. - Evidence of pre-requisite checking through learner enrolment checks. - Evidence of holding pre-requisite information in line with GDPR. 		
The education partner ensures learners are suitably able to undertake the endorsed training.	There is evidence that the partner ensures learners are suitably able to undertake the endorsed – training.	<p>There is evidence that the partner ensures learners are suitably able to undertake the endorsed training.</p> <p>The evidence could be enhanced to ensure checks on learner suitability encompass detailed information capturing of learner accessibility requirements.</p>	There is limited evidence that the partner ensures learners are suitably able to undertake the endorsed training.
Indicative Content:	<ul style="list-style-type: none"> - Evidence of Partner PAR-Q for learners (where applicable) to endorsed training provision. - Evidence of learners who have completed PAR-Qs. - Evidence Learner enrolment requests (e.g., SEN, dyslexia.) and outcomes of these. - Evidence signposting to supporting resources to support learning where necessary e.g., VLE, Evidence based research/journals, Cognasist. 		

<p>The education partner provides communication methods for communication between tutors and/or assessors and the learner, which are professional in nature.</p>	<p>There is evidence that the partner provides communication methods for communication between tutors and/or assessors and the learner, which are professional in nature.</p>	<p>There is evidence that the partner provides communication methods for communication between tutors and/or assessors and the learner, which are professional in nature.</p> <p>The evidence could be enhanced to ensure communication methods remain professional while also allowing flexibility for learners.</p>	<p>There is limited evidence that the partner provides communication methods for communication between tutors and/or assessors and the learner which are professional in nature.</p>
<p>Indicative Content:</p>	<ul style="list-style-type: none"> - Evidence of partner communication methods to learners, e.g., through appropriate channels such as LMS, Video Conferencing etc. - Evidence of Communities of practice. 		
<p>The education partner provides opportunities to support to learners to course completion.</p>	<p>There is evidence that the partner provides opportunities to support learners to course completion.</p>	<p>There is evidence that the partner provides opportunities to support learners to course completion.</p> <p>The evidence could be enhanced to support learners through to completion via supportive means and increased touch points.</p>	<p>There is limited evidence that the partner provides opportunities to support learners to course completion.</p>
<p>Indicative Content:</p>	<ul style="list-style-type: none"> - Evidence of partner support opportunities through means such as tutoring, mentoring or resources such as study guides. Partner support opportunities. 		

	<ul style="list-style-type: none">- Evidence of partner LMS enabling suitable tracking mechanisms to allow for likely non-completions to be identified.- Evidence of interventions undertaken (e.g., additional support).		
The education partner actively seeks to encourage all learners to complete the endorsed training provision.	There is evidence that the partner actively seeks to encourage all learners to complete the endorsed training provision.	There is evidence that the partner actively seeks to encourage all learners to complete the endorsed training provision. The evidence could be strengthened to ensure all learners complete the endorsed training provision.	There is limited evidence that the partner actively seeks to encourage all learners to complete the endorsed training provision.
Indicative Content:	<ul style="list-style-type: none">- Evidence of Learner enrolment Numbers spanning the previous 12 months.- Evidence of Learner Certification Numbers spanning the previous 12 months.- Evidence of learner understanding for average completion time frame.		
Promotion and Marketing			
The education partner markets their endorsed training provision in line with CIMSPA expectation.	There is evidence the partner markets their endorsed training provision in line with CIMSPA expectation.	There is evidence that the partner markets their endorsed training provision in line with CIMSPA expectation.	There is limited evidence that that partner markets their endorsed training provision in line with CIMSPA expectation.

		The evidence could be enhanced to ensure all promotion and marketing adheres to CIMSPA expectation.	
Indicative Content:	<ul style="list-style-type: none"> - Evidence that the correct Training Provider Partner logo is being displayed. - Evidence that the correct CPD points logo is being displayed, relevant to the course endorsed. - Evidence that the partner organisation markets their course in line with the Employability Leisure Guidelines. - Evidence of compliance to CIMSPA brand guidelines. - Evidence that the marketing adheres to CIMSPA endorsement conditions and professional standards, including TQT, GLH or course hours. 		
The education partner markets their endorsed training provision with truth and accuracy.	There is evidence that the partner markets their endorsed training provision with truth and accuracy.	<p>There is evidence that the partner markets their endorsed training provision with truth and accuracy.</p> <p>The evidence could be enhanced to ensure the partner markets their endorsed training provision with truth and accuracy.</p>	There is limited evidence that the partner markets their endorsed training provision with truth and accuracy.
Indicative Content:	<ul style="list-style-type: none"> - Evidence that the partner provides accurate representation of their endorsed product. For example, is transparent in their detail of course prerequisites, course duration, achievement obtained and/or awarding organisation etc where appropriate. - Evidence of Marketing Materials aligning to education partner promotion of training e.g., consistency in promotion of education partner through website, brochures, social media etc. 		

	<ul style="list-style-type: none">- Evidence of responsible and respectful advertisement of provision.
--	--