



# **CIMSPA Policy: Quality Assurance Review of Further Education Partners**

Version 1.

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## Introduction

CIMSPA recognises that Further Education (FE) partners are already regulated by a combination of government agencies, legal regulations and governance guidelines.

The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) has created this quality assurance process as part of our ongoing work to professionalise our sector.

CIMSPA is keen to work collaboratively whilst recognising our own role and responsibility to provide assurance to our stakeholders that all entities in partnership with CIMSPA accede to the vision of both offering and operating at the highest standards, whilst - wherever possible - taking a practical and pragmatic approach to the burden of such activity.

This policy should be read in conjunction with CIMSPA's [Quality Assurance Strategy](#).

The CIMSPA Quality Assurance (QA) Process is a multi-staged approach:

- Initial onboarding quality checks for all Further Education partners,
- Quality assurance review, at least annually for each Further Education partner,
- Renewal of partnership/endorsements.

## Scope

The aim of this policy is to explain the effective, consistent, and fair procedures that will be followed by CIMSPA when conducting quality assurance activities for CIMSPA Further Education (FE) partners in relation to their endorsed provision

**(Appendix A)** and to implement the terms of the partnership agreement between CIMSPA and the CIMSPA FE partner.

## **Policy**

### **The role of the Further Education Partner**

The FE partner is responsible for monitoring and evaluating its internal systems, policies, and procedures for the delivery of all their endorsed products on offer. This is to ensure that they are operating in line with the requirements set out by CIMSPA and /or the specific requirements of CIMSPA Awarding Organisation partners, and that each FE partner implements an internal quality assurance process on their education products and staff.

Once an FE partner approves staff to deliver their endorsed curriculum, there are specific requirements that must be adhered to, to remain compliant. CIMSPA FE partners have additional responsibility to all learners undertaking their qualifications, to ensure their staff are delivering content accurately and in accordance with the professional standard intention.

### **The role of CIMSPA**

Quality Assurance (QA) is fundamental to all CIMSPA processes, products, and services and the purpose of the QA review is to support with the ongoing professionalisation of the sport and physical activity sector.

To ensure there is rigour and consistency behind each FE partner's processes, and to protect and avoid reputational risk to both CIMSPA and the FE partner, CIMSPA will continue to support and monitor its FE partners by completing annual monitoring activities of their sport and physical activity endorsed provision through conducting a QA review.

This process will allow CIMSPA to be more responsive, targeting resources and personnel to areas identified, and provide additional support to aid FE partners understanding of professional standards and implementation of the partnership terms and conditions.

## **Risk**

CIMSPA will adopt a 'risk and need based' model for quality assurance activity. By quality assuring an FE partner it reduces the negative consequences for both the organisation itself and for the community it serves. CIMSPA's approach to working with our FE partners is to successfully identify and manage risks that may be associated with the delivery of CIMSPA professional standard(s) embedded within the endorsed product(s). Therefore, CIMSPA will work with the FE partner to successfully identify and manage the exposure to risk.

To mitigate some risks, FE partners should implement robust quality assurance measures including transparent governance structures, upholding and abiding by internal policies and procedures, regular audits and evaluations, adherence to best practices, fair and consistent rule enforcement, workforce protocols, ethical conduct standard, standardisation, and internal quality assurance processes. Quality assurance not only helps maintain the integrity of the organisation but also ensures its long-term viability and success.

## **Process**

The aim of the quality assurance activities is to collaboratively manage the risk exposure by taking preventive actions to keep the exposure at an acceptable level. CIMSPA will primarily identify risks through our quality assurance review; however, some risks may be identified by other sources (whistle-blower, complaints etc.).

A Further Education partners overall risk rating will be informed using a holistic approach that considers the probability, the impact and mitigations of any individual risks identified through the quality assurance review.

It is a requirement that on becoming a Further Education partner, all relevant policies and procedures that are in place for the organisation are submitted. Subsequently, upon seeking endorsement for a product the partner must submit all relevant documentation.

## **Quality assurance review**

The quality assurance review will be split into three 'categories':

1. Quality of Education
2. Learner Journey
3. Marketing and Promotion

### **Quality of Education**

CIMSPA will make judgements on the quality of the provision being offered by evaluating the extent to which the FE partner have aligned their product(s) to the sector agreed professional standards.

- 1.1 The FE partner builds or constructs provision which meet employer/deployer needs within the area in which they deliver their training.
- 1.2 The endorsed product(s) are planned and sequenced towards knowledge, skills and understanding in the subject area.
- 1.3 The FE partner provides opportunities for future learning and career development.
- 1.4 The FE partner adopts an inclusive approach to organisational culture, the accessibility of its education provision and education delivery.

- 1.5 The FE partners tutors/ assessors have evidenced knowledge of the subject area.
- 1.6 The FE partner ensures appropriate continuous professional development for its tutors and assessors.
- 1.7 The FE partner delivers the endorsed product(s) in line with endorsement conditions and outlined scheme of work.
- 1.8 The FE partners methods of delivery for the endorsed product(s) provide the learners with knowledge, skills and understanding relating to the intended aims and objectives.
- 1.9 The FE partner delivers the endorsed product(s) in line with endorsement conditions and outlined assessment methods (where applicable).
- 1.10 The FE partner assessment methods check the learner's knowledge, skills and understanding.
- 1.11 The FE partner provides learners with the opportunity to feedback on their learner experience and acts upon the learner feedback to enhance the quality of their provision.
- 1.12 The FE partner adheres to their quality assurance processes to ensure the quality of the endorsed product(s).
- 1.13 The FE partner deals with complaints in a professional and efficient manner.

## **Learner Journey**

- 2.1 The FE partner is transparent with their operations, processes, and practices to learners.
- 2.2 The FE partner ensures the learners are suitable, competent, and qualified to undertake the endorsed product(s).
- 2.3 The FE partner ensures effective communication between tutors/assessors and the learners.
- 2.4 The FE partner ensures that appropriate support is available for the learners to complete the chosen provision.

2.5 The FE partner ensures that all learners who complete the provision are certificated for their achievements.

## **Marketing and Promotion**

3.1 The FE partner markets their provision in line with CIMSPA expectations.

3.2 The FE partner markets their endorsed curriculum with truth and accuracy.

The evidence framework, set out in [Appendix B](#) provides examples of evidence that CIMSPA may review as part of the quality assurance process. The examples listed show indicative evidence only, however these are not meant to be exhaustive, and because FE partners operate within varying contexts, the relevance of different types of evidence is likely to be different for each organisation. For that reason, we do not prescribe a standard set of evidence that we will use within the review.

During the QA review the Quality Assurance Advisor (QAA) will assess the FE partners current level of compliance for these areas and record a judgement in the QA report based on the FE partners performance at the time of the review.

The FE partners overall risk rating is a simple measure to improve the visibility of risks and allow CIMSPA to assist the FE partner in proactively addressing any emerging risks.

## **Outcome of annual review**

The rating scale that will be used to judge the provision offered will be either Enhancing, Enabling or Emerging.



- **Enhancing** – FE partners that are identified as *Enhancing* have evidenced best practice within most of their operations, processes, and procedures, and are seen to be offering the highest quality education provision to its learners by CIMSPA.
- **Enabling** – FE partners identified as *Enabling* have evidenced some good practice within their operations, processes, and procedures, with minimal areas for development. CIMSPA has provided clear actions to support the development of the FE partner to ensure high quality education provision to its learners.
- **Emerging** – FE partners identified as *Emerging* have key actions needing to be completed within a specified timeframe, to ensure adherence to CIMSPA standards and expectations of its endorsed provision. CIMSPA will provide bespoke support to FE partners identified as emerging to ensure sufficient quality developments to achieve an enabling or enhancing outcome, following the next quality assurance review.

Quality assurance outcomes will be published on [the course directory](#). This aims to enhance transparency and assist stakeholders in making informed decisions regarding courses and partners.

## How your outcome is achieved

Criteria	Indicative Content	Outcome
1.1. The FE partner builds or constructs education products which meet employer/deployer needs within the area in which they deliver their training.	<ul style="list-style-type: none"> <li>Evidence of mapping to a professional standard and that this is on the correct template.</li> <li>Evidence that mapping is to the most current version of the professional standard.</li> <li>Examples of support from employers/deployers that explicitly state how the training provision meets their needs.</li> <li>Evidence of employer/deployer involvement in the design, development and/or delivery of the endorsed product(s).</li> </ul>	<p><b>Enhancing</b> There is comprehensive evidence that the endorsed product(s) meet employer/deployer needs through mapping to the relevant professional standard.</p> <p><b>Enabling</b> There is some evidence that the endorsed product(s) meet the employer/deployer needs through mapping to the relevant professional standard.</p> <p><b>Emerging</b> There is limited evidence that the endorsed product(s) meet employer/deployer need.</p>

Figure 1. Quality Assurance Framework

Your Quality Assurance Advisor will determine which category best fits the evidence provided for each criterion in the review. The overall rating is determined by taking a holistic review of all criteria outcomes. CIMSPA’s Quality Assurance Manager will provide the FE partner with the overall rating upon receipt of report from the Quality Assurance Advisor.

Please note if there were any **Emerging** characteristics within Quality of Education or Learner Journey section for the FE partner during the review, this would result in an **Enabling** category being the highest achievable outcome.

## Annual review approach

As the terms suggests a QA review of FE partners CIMSPA-related activity will take place annually. The review window runs from September- June each year.

It will take the form of a desk-based review and/or site visit of the above data, evidence and information supplied by the FE partner. This review will be conducted by a carefully selected QAA who is a member of team of independent quality assurance specialists contracted by CIMSPA to conduct such activity on our behalf.

CIMSPA will subsequently issue a quality assurance report and then a meeting can take place to discuss the findings of the review and develop a tailored action plan (where needed) to support ongoing quality improvement aligned to CIMSPA's requirements of partners.

CIMSPA and its team of quality assurance advisors will work to ensure the quality assurance review does not place unnecessary burden on the FE partner.

CIMSPA will provide a minimum of four weeks' notice of a quality assurance review or site visit.

For a site visit, a 'window' of 3 months will be provided, and the FE partner will need to agree a date within this window with the QAA.

For a desk-based review, the QAA will provide a deadline by which all requested evidence must be received from the FE partner.

If the following occurs, this will be treated as an act of non-compliance (see next section) unless CIMSPA deems there to be extenuating circumstances:

- A date for a site visit within the given window cannot be agreed with the FE partner.
- A site visit is cancelled by the FE partner and is not rearranged to take place within 4 weeks of the cancelled date.
- Evidence for the desk-based review is not provided by the FE partner by the given deadline.
- A site visit takes place, but significant amounts of evidence are not available to the QAA.

## **Non-Compliance**

Failure to comply with this policy is a material breach of the CIMSPA Partnership Contract for Further Education Partners and as such the Further Education partner will be given written notice by CIMSPA to remedy the breach within 14 days. If the breach is not remedied within that period, then the contract will be terminated.

## **Review**

The CIMSPA Policy; Quality Assurance Review of Further Education Partners will be reviewed in June 2025 unless a change in policy, governance or other circumstance requires a review prior to this date.

## Appendix A- Endorsed provision and QA review

Level of endorsed provision	Type of CIMSPA quality assurance review
Deliver regulated CIMSPA endorsed qualifications	Desk based review
Deliver unregulated Continuing Professional Development (CPD)	Desk based review and Site visit**
Deliver CIMSPA professional qualification	Desk based review and site visit**
Deliver endorsed HE Degree programmes*	Desk based review and site visit**

\*Endorsed HE Degree programmes will follow [the HE QA Framework](#)

\*\*Site visit examples can be found in [Appendix C](#)

# Appendix B– Evidence Framework

## 1. Quality of Education

Criteria	Indicative Content	Outcome
<p>1.1. The FE partner builds or constructs education products which meet employer/deployer needs within the area in which they deliver their training.</p>	<ul style="list-style-type: none"> <li>• Evidence of mapping to a professional standard and that this is on the correct template.</li> <li>• Evidence that mapping is to the most current version of the professional standard.</li> <li>• Examples of support from employers/deployers that explicitly state how the training provision meets their needs.</li> <li>• Evidence of employer/deployer involvement in the design, development and/or delivery of the endorsed product(s).</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the endorsed product(s) meet employer/deployer needs through mapping to the relevant professional standard.</p> <p><b>Enabling</b></p> <p>There is some evidence that the endorsed product(s) meet the employer/deployer needs through mapping to the relevant professional standard.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the endorsed product(s) meet employer/deployer need.</p>

Criteria	Indicative Content	Outcome
<p><b>1.2.</b> The endorsed product(s) is planned and sequenced towards knowledge, skills and understanding in the subject area.</p>	<ul style="list-style-type: none"> <li>• Evidence of a detailed scheme of work for the endorsed product(s).</li> <li>• Evidence of clearly stated aims and objectives of the course.</li> <li>• Comprehensive and relevant resources/materials.</li> <li>• Examples of valid and reliable assessments that align to course objectives.</li> <li>• Evidence of multi-channel communications such as emails, discussion boards or webinars that facilitate course delivery.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the endorsed product(s) is sequenced logically to facilitate achievement and attainment towards knowledge, skills, and understanding within the subject area.</p> <p><b>Enabling</b></p> <p>There is some evidence that the endorsed product(s) is sequenced logically to facilitate achievement and attainment towards knowledge, skills, and understanding within the subject area.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the endorsed product(s) is sequenced logically to facilitate achievement and attainment towards knowledge, skills, and understanding within the subject area.</p>

Criteria	Indicative Content	Outcome
<p><b>1.3</b> The FE partner provides opportunities for future learning and career development.</p>	<ul style="list-style-type: none"> <li>• Examples of information for learners upon completion of provision.</li> <li>• Evidence of signposting learners to further developments/training or employment opportunities.</li> <li>• Evidence of ongoing academy options with refresher training for continual skill improvement.</li> <li>• Evidence of signposting to CIMSPA endorsed training opportunities to ensure alignment with recognised standards.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence to support that they provide opportunities for future learning and career development to its learners.</p> <p><b>Enabling</b></p> <p>There is some evidence that the education partner provides opportunities for future learning and career development its learners.</p> <p><b>Emerging</b></p> <p>There is limited evidence to support that they provide opportunities for future learning and career development to its learners.</p>



Criteria	Indicative Content	Outcome
<p><b>1.4.</b> The FE partner adopts an inclusive approach to:</p> <ul style="list-style-type: none"> <li>• organisation culture</li> <li>• the accessibility of its education provision</li> <li>• education delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of an up-to-date equality diversity and inclusion (EDI) policy adhering to appropriate legislation.</li> <li>• Evidence of appropriate terminology used within organisation communications that promote inclusion and a sense of belonging.</li> <li>• Evidence of Employability Leisure Guide (or equivalent) awareness and use</li> <li>• Examples of EDI training undertaken at least annually.</li> <li>• Evidence of up to date and comprehensive reasonable adjustments and special considerations policy.</li> <li>• Evidence of accessible entry to facilities.</li> <li>• Evidence of suitable adjustments made relevant to learner requirements.</li> <li>• Evidence of a variety of teaching methods to cater for learner needs.</li> </ul>	<p><b>Enhancing</b></p> <p>There are comprehensive practices seen to show that the partner has an inclusive approach to organisational culture, accessibility, and education delivery.</p> <p><b>Enabling</b></p> <p>There are some practices seen to show that the partner has an inclusive approach to organisational culture, accessibility, and education delivery.</p> <p><b>Emerging</b></p> <p>There is limited evidence to show the partner has an inclusive approach to organisational culture, accessibility, and education delivery.</p>

Criteria	Indicative Content	Outcome
<p><b>1.5.</b> The FE partners tutors/ assessors have evidenced knowledge of the subject area.</p>	<ul style="list-style-type: none"> <li>Evidence of tutor/assessor CVs which include appropriate qualifications.</li> </ul>	<p><b>Enhancing</b></p> <p>There are comprehensive practices seen to support that the partners tutors and/or assessors have knowledge in the subject area.</p> <p><b>Enabling</b></p> <p>There are some practices seen to support that the partners tutors and/or assessors have knowledge in the subject area.</p> <p><b>Emerging</b></p> <p>There are limited practices seen to support that the partners tutors and/or assessors have knowledge in the subject area.</p>
<p><b>1.6.</b> The FE partner ensures appropriate continuous professional development for its employees.</p>	<ul style="list-style-type: none"> <li>Examples of tutor/assessor CPD records including training and development undertaken in the previous 12 months.</li> <li>Examples of tutors/assessors undertaking both internal and external training and development.</li> </ul>	<p><b>Enhancing</b></p> <p>There are comprehensive practices seen to show that the partner plans for and carries out relevant CPD for all employees.</p> <p><b>Enabling</b></p> <p>There are some practices seen to show that the partner plans for and carries out relevant CPD for all employees.</p> <p><b>Emerging</b></p> <p>There are limited practices seen to show that the partner plans for and carries out relevant CPD for all employees.</p>

Criteria	Indicative Content	Outcome
<p><b>1.7.</b> The FE partner delivers the endorsed product(s) in line with endorsement conditions and outlined scheme of work.</p>	<ul style="list-style-type: none"> <li>Evidence of adherence to CIMSPA's endorsement guidelines.</li> <li>Evidence that the endorsed products' scheme of work is being adhered to.</li> <li>Observation of delivery.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p> <p><b>Enabling</b></p> <p>There is some evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p> <p><b>Emerging</b></p> <p>There is limited evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p>
<p><b>1.8.</b> The FE partners methods of delivery for the endorsed product(s) provide the learners with knowledge, skills and understanding relating to the intended aims and objectives.</p>	<ul style="list-style-type: none"> <li>Comprehensive scheme of work at time of endorsement.</li> <li>Evidence of resources used for content delivery.</li> <li>Observation of delivery.</li> <li>Examples of learner feedback.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the endorsed product(s) delivery method provides knowledge, skills and understanding relating to the intended aims and objectives.</p> <p><b>Enabling</b></p> <p>There is some evidence that the endorsed product(s) delivery method provides knowledge, skills and understanding relating to the intended aims and objectives.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the endorsed product(s) delivery method provides knowledge, skills and understanding relating to the intended aims and objectives.</p>

Criteria	Indicative Content	Outcome
<p><b>1.9</b> The FE partner delivers the endorsed product(s) in line with endorsement conditions and outlined assessment methods (where applicable).</p>	<ul style="list-style-type: none"> <li>Evidence that the assessment method is in line with endorsement conditions.</li> <li>Observation of assessment(s).</li> <li>Examples of learner work.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the course delivery fully aligns to the endorsement conditions and outlined assessment methods.</p> <p><b>Enabling</b></p> <p>There is some evidence that the course delivery aligns to the endorsement conditions and outlined assessment methods.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the course delivery aligns to the endorsement conditions and outlined assessment methods.</p>
<p><b>1.10</b> The FE partners assessment methods check the learner's knowledge, skills and understanding.</p>	<ul style="list-style-type: none"> <li>The assessment methods chosen are valid, reliable, and fit for purpose.</li> <li>Evidence that the assessment methods are in line with real life scenarios (where applicable).</li> <li>Observation of assessment(s).</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the assessment method(s) are well considered to ensure knowledge, skills and understanding are checked.</p> <p><b>Enabling</b></p> <p>There is some evidence that the assessment method(s) are well considered to ensure knowledge, skills and understanding are checked.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the assessment method(s) are well considered to ensure knowledge, skills and understanding are checked.</p>

Criteria	Indicative Content	Outcome
<p><b>1.11</b> The FE partner:</p> <ul style="list-style-type: none"> <li>provides learners with the opportunity to feedback on their learner experience.</li> <li>acts on the learner feedback to enhance the quality of education.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of feedback opportunities available to learners</li> <li>Evidence of completed learner feedback forms.</li> <li>Evidence that learner feedback has been considered and actioned where appropriate.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence of feedback opportunities within the experience for the learners to provide their feedback. There is excellent evidence that the feedback received is acted upon.</p> <p><b>Enabling</b></p> <p>There is some evidence of feedback opportunities for learners to communicate about provision. There is some evidence that the feedback received is acted upon.</p> <p><b>Emerging</b></p> <p>There is limited evidence of feedback opportunities within the experience for the learners to provide their feedback. There is limited evidence that the feedback received is acted upon.</p>

Criteria	Indicative Content	Outcome
<p><b>1.12.</b> The FE partner adheres to their quality assurance processes to ensure the quality of the endorsed product(s).</p>	<ul style="list-style-type: none"> <li>• Evidence of a quality assurance policy which details quality assurance activity relevant to organisation and endorsed product provision, for example sampling plan, and standardisation schedule.</li> <li>• Examples of action taken to address issues in quality assurance processes and procedures.</li> <li>• Examples of standardisation meeting minutes.</li> <li>• Examples of department meeting minutes for weekly/monthly/quarterly meetings which discuss endorsed education products.</li> <li>• Examples of quality assurance activity through previous quality assurance reports either internal verification or external quality assurance.</li> <li>• Assessment decisions agreed (CIMSPA professional qualification and Unregulated CPD).</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the partner implements a robust quality assurance process.</p> <p><b>Enabling</b></p> <p>There is some evidence that the partner implements a robust quality assurance process.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the partner implements a robust quality assurance process.</p>

Criteria	Indicative Content	Outcome
<p><b>1.13</b> The FE partner deals with complaints in a professional and efficient manner.</p>	<ul style="list-style-type: none"> <li>• Evidence of an up-to-date complaints policy with date, review date, and signature.</li> <li>• Examples of previous complaints managed with outcomes and closure in the last 12 months.</li> <li>• Evidence of review or improvement to the complaint process.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that complaints are dealt with in a professional and efficient manner.</p> <p><b>Enabling</b></p> <p>There is some evidence that complaints are dealt with in a professional and efficient manner.</p> <p><b>Emerging</b></p> <p>There is limited evidence that complaints are dealt with in a professional and efficient manner.</p>

## 2. Learner Journey

Criteria	Indicative Content	Outcome
<p><b>2.1</b> The FE partner is transparent with their operations, processes, and practices to learners.</p>	<ul style="list-style-type: none"> <li>Evidence of up-to-date policies including equality and diversity, complaints, appeals, maladministration and malpractice, quality assurance, reasonable adjustments and special considerations, and safeguarding and prevent that are easy for the learners to locate.</li> <li>Evidence of partner enrolment information given to learners prior to course starting.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the partner is transparent with their operations processes and practices to the learner which means these are fully compliant and easily found.</p> <p><b>Enabling</b></p> <p>There is some evidence that the partner is transparent with operations processes and practices to the learners.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the partner is transparent with operations processes and practices to the learners.</p>



Criteria	Indicative Content	Outcome
<p><b>2.2</b> The FE partner ensures the learners are suitable, competent, and qualified to undertake the endorsed product(s).</p>	<ul style="list-style-type: none"> <li>Evidence of pre-requisite displayed alongside course information (where relevant).</li> <li>Evidence of checking this through learner enrolment.</li> <li>Evidence of holding this information in line with General Data Protection Regulation.</li> <li>Examples of learner enrolment requests and outcomes of these.</li> <li>Examples of resources signposted too which support learning where necessary, for example VLE, research journals etc.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.</p> <p><b>Enabling</b></p> <p>There is some evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.</p>
<p><b>2.3</b> The FE partner ensures effective communication between tutors/assessors and the learners.</p>	<ul style="list-style-type: none"> <li>Evidence of partner communication methods to learners.</li> <li>Evidence forums /communities of practice.</li> </ul>	<p><b>Enhancing</b></p> <p>There is comprehensive evidence that the partner is consistently using effective communication between all relevant parties.</p> <p><b>Enabling</b></p> <p>There is some evidence that the partner is using effective communication between all relevant parties.</p> <p><b>Emerging</b></p> <p>There is limited evidence that the partner provides communication effectively between all relevant parties.</p>

Criteria	Indicative Content	Outcome
<p><b>2.4</b> The FE partner ensures that support is available for the learners to complete the endorsed product(s).</p>	<ul style="list-style-type: none"> <li>Evidence of learner enrolment numbers for the previous 12 months.</li> <li>Evidence of learner certification numbers in the previous 12 months.</li> <li>Examples of records and support in place for learners who have not completed.</li> </ul>	<p><b>Enhancing</b> There is comprehensive evidence that the partner supports learners to complete the endorsed product(s).</p> <p><b>Enabling</b> There is some evidence that the partner supports learners to complete the endorsed product(s).</p> <p><b>Emerging</b> There is limited evidence that the partner supports learners to complete the endorsed product(s).</p>
<p><b>2.5</b> The FE partner ensures that all learners who complete the endorsed product(s) are certificated for their achievements.</p>	<ul style="list-style-type: none"> <li>Learners who complete the qualification/professional standard/ CPD receive certification in a timely manner.</li> </ul>	<p><b>Enhancing</b> There is comprehensive evidence that all learners who complete the course are certified for their achievements.</p> <p><b>Enabling</b> There is some evidence that the partner certifies all learners who complete the endorsed product.</p> <p><b>Emerging</b> There is limited evidence that the partner certifies all learners who complete the endorsed product.</p>

### 3. Marketing and Promotion

Criteria	Indicative Content	Outcome
<p><b>3.1</b> The FE partner markets their endorsed product(s) in line with CIMSPA expectations.</p>	<ul style="list-style-type: none"> <li>• Evidence that the correct education logo is being displayed.</li> <li>• Evidence that the correct CPD point logo is being displayed relevant to the course endorsed.</li> <li>• Evidence of compliance to <b>CIMSPA brand guidelines</b></li> <li>• Evidence that the marketing adheres to CIMSPA endorsement conditions and professional standards including TQT, GLH or course hours.</li> <li>• Evidence that the partner markets their course in line with the Employability Leisure Guidelines or equivalent.</li> </ul>	<p><b>Enhancing</b> All marketing provided by the education partners demonstrates adherence to CIMSPA requirements.</p> <p><b>Enabling</b> There is some evidence that the partner markets their endorsed provision in line with CIMSPA requirement.</p> <p><b>Emerging</b> There is limited evidence that the partner markets their endorsed provision in line with CIMSPA requirement.</p>
<p><b>3.2</b> The FE partner markets their endorsed product(s) with truth and accuracy.</p>	<ul style="list-style-type: none"> <li>• Accurate representation of their endorsed product. For example, is transparent in the detail of course prerequisites, course duration, achievement obtained and/or awarding organisation where appropriate.</li> <li>• Evidence of marketing materials aligning to education partner promotion of training e.g., consistency in promotion of education partner through websites, brochures, and social media.</li> </ul>	<p><b>Enhancing</b> All marketing provided by the education partner demonstrates truth and accuracy of the provision.</p> <p><b>Enabling</b> There is some evidence that the education partner markets their provision with truth and accuracy.</p> <p><b>Emerging</b> There is limited evidence that the education partner markets their provision with truth and accuracy.</p>

Due to the nature of this framework this is a continually developing document based on feedback. Any amendments to this document will be communicated to all partners.

## Appendix C- Site visit example

Time	Activity	Quality Assurance Framework Criteria
10:00	Arrival: meet and greet	N/A
10:30-11:30	Review selection of learner work and feedback	1.2, 1.7, 2.9, 3.4
11:30-12:00	Learner focus group	1.2, 1.3, 1.7, 1.8, 1.9, 1.11 2.1, 2.2, 2.3 2.4
13:00-13:30	Tutor focus group	1.3, 1.5, 1.6, 1.7, 1.12, 1.13 2.2, 2.3, 2.4
13:30-14:30	Live sessions/ assessment	1.2, 1.4, 1.5, 1.9, 1.10, 2.3, 2.5
14:30-15:00	Collate initial findings	All
15:00-15:20	Feedback initial findings	All



**E** [info@cimspa.co.uk](mailto:info@cimspa.co.uk)

**T** 03438 360200

**Chartered Institute for the Management  
of Sport and Physical Activity,**

**SportPark,**

**Loughborough University,**

**3 Oakwood Drive,**

**Loughborough,**

**Leics. LE11 3QF**

**[cimspa.co.uk](http://cimspa.co.uk)**

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