



CIMSPA Policy: Quality Assurance Review of Training Provider Partners

Version 2.0

Release date: April 2025

Published by:

The Chartered Institute for the Management of Sport and Physical Activity

Incorporated by Royal Charter

Charity Registration Number: 1144545

www.cimspa.co.uk



© The Chartered Institute for the Management of Sport and Physical Activity

Contents

Summary of Changes.....	4
Introduction.....	6
Scope.....	6
Policy.....	7
The role of the Training Provider Partner.....	7
The role of CIMSPA.....	7
Risk.....	8
Process.....	8
Quality assurance review.....	9
Outcome of annual review.....	11
How your outcome is achieved.....	12
Annual review approach.....	13
Non-Compliance.....	14
Review.....	15
Appendix A – Evidence Framework.....	16
1. Quality of Education.....	16
2. Learner Journey.....	23
3. Marketing and Promotion.....	26
Appendix B- Maintenance Framework Components.....	27
1. Quality of Education.....	27
2. Learner Journey.....	28

Summary of Changes

Summary of changes made between the previous issue and this current issue	Page number
Enabling description has been updated	11
Emerging description has been updated	11
Clarification around how many attempts a partner has to upgrade outcome after receipt of initial report has been detailed	12
In 1.1 criteria has been reworded for clarity	9,16
Indicative content for 1.1 has been streamlined	16
Indicative content for 1.2 has been streamlined	17
Indicative content for 1.3 has been streamlined	18
Indicative content for 1.4 has been streamlined	19
In 1.6 criteria has been reworded for clarity	9, 20
Indicative content for 1.6 has been streamlined	20
In 1.7 criteria has been reworded for clarity	9,19
1.8 and 1.9 have been removed and included within 1.7	19
1.11 Criteria addressing feedback has moved into the learner journey section	10,24
1.12 has been renumbered to 1.9 and indicative has been streamlined	22
Indicative content for 2.1 has been streamlined and includes all policies requested	23

Indicative content for 2.2 has been streamlined	23
Indicative content for 3.1 has been streamlined	26
Inclusion of Maintenance Activity	27
Inclusion of Maintenance Activity	27

Introduction

The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) has created the 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 training provider partners,
- Quality assurance review, at least annually for each training provider 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 Training Provider (TP) partners in relation to their endorsed provision and to implement the terms of the partnership agreement between CIMSPA and the CIMSPA TP partners.

Policy

The role of the Training Provider Partner

The Training Provider Partner is responsible for monitoring and evaluating its internal systems, policies, and procedures, for the delivery of their endorsements. 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 TP partner implements an internal quality assurance process on their products and staff.

Once a TP partner is approved to deliver their products, there are specific requirements that must be adhered to remain compliant. CIMSPA TP partners have an 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 TP partners processes, and to protect and avoid reputational risk to both CIMSPA and the TP partner, CIMSPA will continue to support and monitor its partners by completing an annual quality assurance review.

The QA process will allow CIMSPA to be more responsive, targeting resources and personnel to areas identified, and provide additional support to aid TP 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. From completing external quality assurance, it reduces negative consequences, both for the organisation itself and for the community it serves. CIMSPA's approach to working with our TP 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 TP partner to successfully identify and manage the exposure to risk.

To mitigate some risks, TP partners should implement robust quality assurance measures including transparent governance structures, regular audits and evaluations, adherence to best practices, fair and consistent rule enforcement, workforce protocols, and ethical conduct standard. Quality assurance not only helps maintain the integrity of the sector but also ensure its long-term viability and success.

Process

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

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

It is a requirement that on becoming a TP partner, all relevant policies and procedures that are in place for the organisation are submitted. Subsequently, upon seeking endorsement for their product(s) the TP 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 education partner has aligned their product(s) to the sector agreed professional standards chosen.

- 1.1 The education partner develops education product(s) which meet employer/deployer need within the area in which they deliver their training.
- 1.2 The endorsed product(s) is/are planned and sequenced towards knowledge, skills and understanding in the subject area.
- 1.3 The education partner provides opportunities for future learning and career development.
- 1.4 The education partner adopts an inclusive approach to organisational culture, accessibility of its education provision and education delivery.
- 1.5 The education partner's tutors/ assessors have evidenced knowledge of the subject area.
- 1.6 The education partner ensures appropriate continuous professional development is undertaken across its tutors and assessors.
- 1.7 The education partner delivers the endorsed product(s) in line with endorsement conditions and scheme of work.
- 1.8 The education partner assesses the endorsed product(s) in line with endorsement conditions and outlined assessment methods.

1.9 The education partner adheres to their quality assurance processes to ensure the quality of the endorsed product(s).

1.10 The education partner deals with complaints in a professional and efficient manner.

Learner Journey

2.1 The education partner is transparent with their operations, processes, and practices to learners.

2.2 The education partner ensures the learners are suitable, competent, and qualified to undertake the endorsed product(s) in line with the endorsement conditions.

2.3 The education partner ensures effective communication between tutors/assessors and the learners.

2.4 The education 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.

2.5 The education partner ensures that reasonable support is available for learners to complete the endorsed product(s).

2.6 The education partner ensures that all learners who complete the endorsed product(s) are certificated for their achievements.

Marketing and Promotion

3.1 The education partner markets their endorsed product(s) in line with CIMSPA expectations.

3.2 The education partner markets their endorsed product(s) with truth and accuracy.

The evidence framework, set out in [Appendix A](#) provides examples of evidence that CIMSPA may review as part of the quality assurance process. The examples

listed show indicative evidence only, and these are not meant to be exhaustive. As TP partners operate within different contexts, the relevance of different types of evidence is likely to vary from each provider. For that reason, we do not prescribe a standard set of evidence that we will use within the review.

During the quality assurance review the Quality Assurance Advisor (QAA) will assess the TP partner's current compliance for all these areas and record a judgement in the QA report based on the providers performance at the time of the review.

The TP partner's overall risk rating is a simple measure to improve the visibility of risks and allow CIMSPA to assist the TP 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** – Training provider 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 provision to its learners by CIMSPA.
- **Enabling** – Training provider 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 and/or recommendations to support the development of the partner to ensure high quality education provision to its learners.
- **Emerging** – Training provider partners identified as Emerging have demonstrated the minimum standards required in the industry. There are key actions needing to be completed within a specified time, to ensure adherence to CIMSPA standards and expectations of its

endorsed provision. CIMSPA will provide bespoke support to partners identified as emerging to ensure sufficient quality developments to achieve an enabling or enhancing outcome, following the next quality assurance review.

- **Not Meeting Standards-** Education partners identified as ‘Not meeting Standards’ have key actions needing to be completed within a specified time, to ensure adherence to CIMSPA standards and expectations of its endorsed provision. CIMSPA will provide bespoke support to partners identified as not meeting standards to ensure sufficient quality developments are made to achieve an improved outcome.

The overall quality assurance outcome for each provider will be published on the course directory- [Here](#). This aims to enhance transparency and assist stakeholders in making informed decisions regarding courses and partners.

How your outcome is achieved

1. Quality of Education

Criteria	Indicative Content	Outcome
1.1. The education 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"> • Evidence of mapping to a professional standard and that this is on the correct template. • Evidence that mapping is to the most current version of the professional standard. • Examples of support from employers/deployers that explicitly state how the training provision meets their needs. • Evidence of employer/deployer involvement in the design, development and/or delivery of the endorsed product(s) 	<p>Enhancing There is comprehensive evidence that the endorsed product(s) meet employer/deployer needs through mapping to the relevant professional standard.</p> <p>Enabling There is some evidence that the endorsed product(s) meet the employer/deployer needs through mapping to the relevant professional standard.</p> <p>Emerging There is limited evidence that the endorsed product(s) meet employer/deployer need.</p>

Figure 1 Evidence 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 TP partner with the overall rating upon receipt of the report from the Quality Assurance Advisor.

In making the judgements regarding the provider's overall effectiveness, CIMSPA will consider whether the standard of education/training is enhancing or enabling the sector. Where it is not considered to be enabling the sector, CIMSPA will consider whether the education provider is emerging in the sector, or whether the education partner is to be escalated through CIMSPA disciplinary procedures.

Where your annual quality assurance review has taken place for the year, you have **one** opportunity to submit additional evidence when recommendations and actions have been completed and can be evidenced. The outcome from this additional evidence is final and will remain in place until the next annual quality assurance review.

Annual review approach

As the term suggests a review of TP partners CIMSPA-related activity will take place annually. The review window runs from April to March each year.

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

CIMSPA will issue a quality assurance report and offer of a follow up meeting 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 TP 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 TP 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 TP 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 can not be agreed with the TP partner
- A site visit is cancelled by the TP 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 TP 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 Training Provider Partners and as such the TP 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 Training Provider Partners will be reviewed in March 2026 unless a change in policy, governance or other circumstance requires a review prior to this date.

Appendix A – Evidence Framework

1. Quality of Education

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

Criteria	Indicative Content	Outcome
<p>1.2. The endorsed product(s) is/are planned and sequenced towards knowledge, skills and understanding in the subject area.</p>	<ul style="list-style-type: none"> • Evidence of a detailed scheme of work for the endorsed product(s), which clearly states the aims and objectives of the course. • Comprehensive and relevant resources/materials. • Examples of valid and reliable assessments that align to course objectives. 	<p>Enhancing</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>Enabling</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>Emerging</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>1.3 The education partner provides opportunities for future learning and career development.</p>	<ul style="list-style-type: none"> • Examples of information for learners upon completion of provision. • Evidence of signposting learners to further developments/training or employment opportunities. This may include CIMSPA endorsed training. 	<p>Enhancing</p> <p>There is comprehensive evidence that the education partner provides opportunities for future learning and career development to its learners.</p> <p>Enabling</p> <p>There is some evidence that the education partner provides opportunities for future learning and career development to its learners.</p> <p>Emerging</p> <p>There is limited evidence that the education partner provide opportunities for future learning and career development to its learners.</p>

Criteria	Indicative Content	Outcome
<p>1.4. The education partner adopts an inclusive approach to:</p> <ul style="list-style-type: none"> • organisation culture • the accessibility of its education provision • education delivery. 	<ul style="list-style-type: none"> • Evidence of an up-to-date equality diversity and inclusion (EDI) policy adhering to appropriate legislation. • Evidence of accessible language used. • Awareness and use of the Employability Leisure Guide (or equivalent) • Examples of EDI training undertaken at least annually. • Evidence of up to date and comprehensive reasonable adjustments and special considerations policy. • Evidence of accessible entry to facilities. (Where applicable) • Examples of suitable adjustments made relevant to learner requirements. • Evidence of a variety of teaching methods 	<p>Enhancing</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>Enabling</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>Emerging</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>1.5. The education partners tutors/ assessors have evidenced knowledge of the subject area.</p>	<ul style="list-style-type: none"> Evidence of tutor/assessor CVs which include appropriate qualifications. 	<p>Enhancing</p> <p>There are comprehensive practices seen to support that the partners tutors and/or assessors have knowledge in the subject area.</p> <p>Enabling</p> <p>There are some practices seen to support that the partners tutors and/or assessors have knowledge in the subject area.</p> <p>Emerging</p> <p>There are limited practices seen to support that the partners tutors and/or assessors have knowledge in the subject area.</p>
<p>1.6. The education partner ensures appropriate continuous professional development is undertaken across its tutors and assessors</p>	<ul style="list-style-type: none"> Examples of tutor and assessor CPD records, showing internal and external training and development in the previous 12 months 	<p>Enhancing</p> <p>There are comprehensive practices seen to show that the partner plans for and carries out relevant CPD for all employees.</p> <p>Enabling</p> <p>There are some practices seen to show that the partner plans for and carries out relevant CPD for all employees.</p> <p>Emerging</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>1.7. The education partner delivers the endorsed product(s) in line with endorsement conditions and scheme of work.</p>	<ul style="list-style-type: none"> • Evidence of adherence to CIMSPA's endorsement guidelines • Evidence that the endorsed products' scheme of work is being adhered to. • Evidence of resources used for content delivery. • Observation of delivery (where applicable) or online platforms accessed 	<p>Enhancing There is comprehensive evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p> <p>Enabling There is some evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p> <p>Emerging There is limited evidence that course delivery is in line with endorsement conditions and outlined scheme of work.</p>
<p>1.8 The education partner assesses the endorsed product(s) in line with endorsement conditions and outlined assessment methods.</p>	<ul style="list-style-type: none"> • Evidence that the assessment method is in line with endorsement conditions. • The assessment methods chosen are valid, reliable, and fit for purpose. • Evidence that the assessment methods are in line with real life scenarios (where applicable). 	<p>Enhancing There is comprehensive evidence that the assessment method(s) fully aligns with the endorsement conditions.</p> <p>Enabling There is some evidence that the course assessment method(s) are in line with the endorsement conditions.</p> <p>Emerging There is limited evidence that the course assessment method(s) aligns with the endorsement conditions</p>

Criteria	Indicative Content	Outcome
<p>1.9. The education partner adheres to their quality assurance processes to ensure the quality of the endorsed product(s).</p>	<ul style="list-style-type: none"> • Evidence of a quality assurance policy which details quality assurance activity relevant to the organisation and endorsed product, for example sampling plan, and standardisation schedule. • Examples of action taken to address issues in quality assurance processes and procedures. • Examples of standardisation meeting or department meeting minutes where endorsed provision is discussed. • Examples of quality assurance activity through previous quality assurance reports either internal verification or external quality assurance. 	<p>Enhancing There is comprehensive evidence that the partner implements a robust quality assurance process.</p> <p>Enabling There is some evidence that the partner implements a robust quality assurance process.</p> <p>Emerging There is limited evidence that the partner implements a robust quality assurance process.</p>
<p>1.10 The education partner deals with complaints in a professional and efficient manner.</p>	<ul style="list-style-type: none"> • Evidence of an up-to-date complaints policy with date, review date, and signature • Examples of previous complaints managed with outcomes and closure in the last 12 months. 	<p>Enhancing There is comprehensive evidence that complaints are dealt with in a professional and efficient manner.</p> <p>Enabling There is some evidence that complaints are dealt with in a professional and efficient manner.</p> <p>Emerging There is limited evidence that complaints are dealt with in a professional and efficient manner.</p>

2. Learner Journey

Criteria	Indicative Content	Outcome
<p>2.1 The education partner is transparent with their operations, processes, and practices.</p>	<ul style="list-style-type: none"> Evidence of up-to-date policies including equality diversity and inclusion, complaints, appeals, maladministration and malpractice, quality assurance, reasonable adjustments and special considerations, and safeguarding and PREVENT that are easy for the learners to understand and locate. Evidence of partner enrolment information given to learners prior to course starting. 	<p>Enhancing 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>Enabling There is some evidence that the partner is transparent with operations processes and practices to the learners.</p> <p>Emerging There is limited evidence that the partner is transparent with operations processes and practices to the learners.</p>
<p>2.2 The education partner ensures the learners are suitable, competent, and qualified to undertake the endorsed product(s) in line with the endorsement conditions.</p>	<ul style="list-style-type: none"> Evidence of correct pre-requisite displayed alongside course information (where relevant) and checking of this through learner enrolment. Evidence of holding this information in line with General Data Protection Regulation. Examples of resources signposted which support learning where necessary. 	<p>Enhancing There is comprehensive evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.</p> <p>Enabling There is some evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.</p> <p>Emerging There is limited evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.</p>

Criteria	Indicative Content	Outcome
<p>2.3 The education partner ensures effective communication between tutors/assessors and the learners.</p>	<ul style="list-style-type: none"> Evidence of partner communication methods to learners. 	<p>Enhancing There is comprehensive evidence that the partner is consistently using effective communication between all relevant parties.</p> <p>Enabling There is some evidence that the partner is using effective communication between all relevant parties.</p> <p>Emerging There is limited evidence that the partner provides communication effectively between all relevant parties.</p>
<p>2.4 The education partner:</p> <ul style="list-style-type: none"> provides learners with the opportunity to feedback on their learner experience. acts on the learner feedback to enhance the quality of education. 	<ul style="list-style-type: none"> Evidence of feedback opportunities available to learners. Evidence of completed learner feedback forms including content around learner experience. Evidence that learner feedback has been considered and actioned where appropriate. 	<p>Enhancing 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>Enabling 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>Emerging 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>2.5 The education partner ensures that reasonable support is available for the learners to complete the endorsed product(s).</p>	<ul style="list-style-type: none"> Learner enrolment numbers for the previous 12 months. Learner certification numbers in the previous 12 months. Examples of records and support in place for learners who have not completed. 	<p>Enhancing There is comprehensive evidence that the partner supports learners to complete the endorsed product(s).</p> <p>Enabling There is some evidence that the partner supports learners to complete the endorsed product(s).</p> <p>Emerging There is limited evidence that the partner supports learners to complete the endorsed product(s).</p>
<p>2.6 The education partner ensures that all learners who complete the endorsed product(s) are certificated for their achievements.</p>	<ul style="list-style-type: none"> Learners who complete the professional standard/ CPD receive certification in a timely manner. Please state time frame used. 	<p>Enhancing There is comprehensive evidence that all learners who complete the course are certified for their achievements.</p> <p>Enabling There is some evidence that the partner certifies all learners who complete the endorsed product.</p> <p>Emerging 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>3.1 The education partner markets their endorsed product(s) in line with CIMSPA expectations.</p>	<ul style="list-style-type: none"> Evidence of compliance to CIMSPA brand guidelines including using relevant logos. This should include Education Partner/Quality Assurance Outcome and correct CPD points logo. Evidence that the marketing adheres to CIMSPA endorsement conditions and professional standards including displaying Total Qualification Time, Guided Learning Hours, or course hours. Evidence that the partner markets their course in line with the Employability Leisure Guidelines or equivalent. 	<p>Enhancing All marketing provided by the education partners demonstrates adherence to CIMSPA requirements.</p> <p>Enabling There is some evidence that the partner markets their endorsed provision in line with CIMSPA requirement.</p> <p>Emerging There is limited evidence that the partner markets their endorsed provision in line with CIMSPA requirement.</p>
<p>3.2 The education partner markets their endorsed product(s) with truth and accuracy.</p>	<ul style="list-style-type: none"> Accurate representation of their endorsed products(s). For example, it is transparent in the detail of course prerequisites, course duration, achievement obtained and/or awarding organisation where appropriate. Evidence of marketing materials being consistent across any platforms used in the promotion of education partners endorsements. 	<p>Enhancing All marketing provided by the education partner demonstrates truth and accuracy of the provision.</p> <p>Enabling There is some evidence that the education partner markets their provision with truth and accuracy.</p> <p>Emerging 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 B– Maintenance Framework Components

The quality assurance advisor will complete a report based on the following;

1. Quality of Education

A. The education partner delivers the endorsed product(s) in line with endorsement conditions and scheme of work.

- Evidence of adherence to CIMSPA's endorsement guidelines
- Evidence that the endorsed products' scheme of work is being adhered to.
- Evidence of resources used for content delivery.
- Observation of delivery (where applicable) or online platforms accessed

Enhancing

There is comprehensive evidence that course delivery is in line with endorsement conditions and outlined scheme of work.

Enabling

There is some evidence that course delivery is in line with endorsement conditions and outlined scheme of work.

Emerging

There is limited evidence that course delivery is in line with endorsement conditions and outlined scheme of work.

B. The education partner assesses the endorsed product(s) in line with endorsement conditions and outlined assessment methods.

- Evidence that the assessment method is in line with endorsement conditions.
- The assessment methods chosen are valid, reliable, and fit for purpose.
- Examples of valid and reliable assessments that align to course objectives.
- Evidence that the assessment methods are in line with real life scenarios (where applicable).

Enhancing

There is comprehensive evidence that the course delivery fully aligns to the endorsement conditions and outlined assessment methods.

Enabling

There is some evidence that the course delivery aligns to the endorsement conditions and outlined assessment methods.

Emerging

There is limited evidence that the course delivery aligns with the endorsement conditions and outlined assessment methods.

2. Learner Journey

C. The education partner ensures the learners are suitable, competent, and qualified to undertake the endorsed product(s) in line with the endorsement conditions.

- Evidence of correct pre-requisite displayed alongside course information (where relevant) and checking of this through learner enrolment.
- Evidence of holding this information in line with General Data Protection Regulation.
- Examples of resources signposted which support learning where necessary.

Enhancing

There is comprehensive evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.

Enabling

There is some evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.

Emerging

There is limited evidence that the partner ensures learners are suitable, competent, and qualified to complete the program.

<p>D The education partner:</p> <ul style="list-style-type: none"> • provides learners with the opportunity to feedback on their learner experience. • acts on the learner feedback to enhance the quality of education. 	<ul style="list-style-type: none"> • Evidence of feedback opportunities available to learners. • Evidence of completed learner feedback forms including content around learner experience. • Evidence that learner feedback has been considered and actioned where appropriate. 	<p>Enhancing</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>Enabling</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>Emerging</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>
---	--	---

CIMSPA will complete a checklist on policies and procedures, tutors/assessors, CPD, enrolment and certification numbers and marketing and promotion of the product. This will be accompanied in the overall report and form part of the providers overall outcome.



E 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

Incorporated by Royal Charter.

Charity Registration Number: 1144545.