

Approval Criteria

To gain and maintain approval to offer one of our products you must meet the criteria detailed in the tables below. We will review the evidence in support of the Centre approval criteria either on the initial approval visit or on the first external quality assurance visit following approval.

Management Systems and Administrative Arrangements	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> The Centre's aims, policies and procedures in relation to the qualification/award are supported by senior management and understood by the assessment team 	<ul style="list-style-type: none"> Curriculum development plans Documented quality procedures Organisational chart
<ul style="list-style-type: none"> There are procedures in place to ensure effective communication systems between all levels of staff and in all directions (including placements and staff who work remotely) 	<ul style="list-style-type: none"> Staff handbooks and updates Agendas and minutes of team meetings Records of emails
<ul style="list-style-type: none"> Staff responsibilities, authorities and accountabilities of the assessment and internal quality assurance team across all assessment sites are clearly defined, allocated and understood 	<ul style="list-style-type: none"> Organisational chart Clear lines of accountability in relation to the assessment and internal quality assurance Records of all assessment sites and personnel Staff development policy
<ul style="list-style-type: none"> Time will be allocated for regular team meetings and standardisation for all staff involved in the teaching, assessment and internal quality assurance of the qualification/award 	<ul style="list-style-type: none"> Records/minutes of meetings, briefings and/or updates Schedule of activity for staff involved in the delivery of the qualification/award
<ul style="list-style-type: none"> A staff induction and development programme is established for the assessment and internal quality assurance team in line with identified needs 	<ul style="list-style-type: none"> Induction schedule or checklist indicating policies and procedures provided to staff Records of meetings, briefings and/or updates Records of individual development plans Action plans to acquire the Assessor and IQA awards, where appropriate
<ul style="list-style-type: none"> There are documented policies including but not limited to appeals, complaints, health and safety, safeguarding, malpractice and plagiarism, conflicts of interest and diversity and equality 	<ul style="list-style-type: none"> Documented policies including appeals, complaints, health and safety, safe guarding, malpractice and plagiarism, diversity and equality, conflicts of interest Documented policy review mechanisms.

Management Systems and Administrative Arrangements	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> There are appropriate staff, resources and systems necessary to support the accumulation and transfer of credits, the recording of exemptions and recognition of prior learning 	<ul style="list-style-type: none"> RPL Policy Process for checking and recording of exemptions and credit transfers
<ul style="list-style-type: none"> Learner personal data is collected and held in accordance with the Data Protection Legislation, including the Data Protection Act 1998 	<ul style="list-style-type: none"> Data protection policy Signed declarations from learners Security and access arrangements
<ul style="list-style-type: none"> Marketing and advertising of the qualification/award(s) is clear, accurate and not misleading and, where applicable, complies with our guidelines 	<ul style="list-style-type: none"> All advertising, promotional activity and materials reflects the qualification being offered and, where relevant, adheres to the 'Stipulations for advertising and promoting un-regulated awards' in line with Ofqual Conditions of Recognition B5.1 and B5.2 Use of our logos meet our branding guidelines
<ul style="list-style-type: none"> The Centre has in place a robust registration and certification process and will register learners in a timely fashion to allow for external quality assurance to take place 	<ul style="list-style-type: none"> Copies of enrolment forms Learner registration details Progress on the qualification/award and estimate timescale for completion
<ul style="list-style-type: none"> There is a process in place to notify us of any changes in relation to the delivery of the qualification/award which may affect the Centre's ability to meet our approval criteria 	<ul style="list-style-type: none"> Documented processes Record of communication with us
<ul style="list-style-type: none"> Where qualification/award(s) have been written and developed by the Centre, there is a robust process in place to ensure the content is fit for purpose 	<ul style="list-style-type: none"> Clearly stated aims, objectives, learning outcomes and associated assessment criteria for each course Learning outcomes and assessment criteria are appropriate to the level assigned Checks are carried out to ensure there's not a more suitable qualification on the Ofqual register

Management Systems and Administrative Arrangements	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> Learner records and details of achievements will be accurate, kept up to date and securely stored in line with our requirements for a minimum of 3 years and will be made available for external quality assurance visits and auditing 	<ul style="list-style-type: none"> Learner registration details Learner assessment records Evidence files or portfolios Security and access arrangements Assessment outcomes
<ul style="list-style-type: none"> There is a process in place for withdrawing qualifications and learners from us 	<ul style="list-style-type: none"> Procedure for withdrawing learners
<ul style="list-style-type: none"> The Centre's achievements will be evaluated and reviewed and used to inform future qualification/award developmental activity 	<ul style="list-style-type: none"> Internal audit/self-assessment arrangements Record of findings against the approval criteria Evidence of corrective actions taken
<ul style="list-style-type: none"> Feedback will be used to evaluate the quality and effectiveness of qualification/award provision against the Centre's stated aims and policies, leading to continuous improvement 	<ul style="list-style-type: none"> Evaluation forms/surveys Users charter/customer service statements
<ul style="list-style-type: none"> Actions identified by external quality assurance visits will be disseminated to appropriate staff and corrective measures implemented 	<ul style="list-style-type: none"> External Quality Assurer visit report(s) circulated to the assessment team and senior management Action plans Minutes of team meetings

Resources	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> • There are sufficient competent and knowledgeable Assessors and Internal Quality Assurers to meet the demand for assessment and internal quality assurance activities 	<ul style="list-style-type: none"> • Staff CVs and CPD records together with copies of relevant certificates • A record of Assessor/learner ratios and time allocation • Oral confirmation from Assessors and IQAs • List of qualified Assessors and IQAs
<ul style="list-style-type: none"> • Assessors and Internal Quality Assurers will have sufficient time, resources and authority to perform their roles and responsibilities effectively 	<ul style="list-style-type: none"> • Scheme of work/lesson plans • Sampling matrix and tracking sheets • Learner feedback
<ul style="list-style-type: none"> • There will be appropriate continued professional development (CPD) provision for staff involved in the delivery of the qualification/award 	<ul style="list-style-type: none"> • Copy of your staff development plans • Records of training undertaken such as CPD records. • Records of meetings, briefings and/or updates
<ul style="list-style-type: none"> • Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant business legislation and qualification/award requirements 	<ul style="list-style-type: none"> • Public employee liability certificates • Records of equipment and accommodation • Evidence of any additional resources obtained • Maintenance schedules

Assessment	
Criteria	Possible Sources of evidence*
<ul style="list-style-type: none"> There is a planned programme of delivery and assessment methods available for the qualification/award which meets our guidelines 	<ul style="list-style-type: none"> Schedule for qualification/award delivery, teaching plans Assessment plans and learner assessment records Provision for learners with particular assessment requirements Records of assessment team meetings Internal quality assurance plans and schedules of activity
<ul style="list-style-type: none"> Information, advice and guidance about qualification/award procedures and practices will be provided to learners and potential learners 	<ul style="list-style-type: none"> Learner guidance and induction materials Details of support services available Appeals procedures Oral confirmation by learners, if available
<ul style="list-style-type: none"> Learners' development needs will be matched against the requirements of the qualification/award and an agreed individual assessment plan established 	<ul style="list-style-type: none"> Learner initial assessment procedures Learner assessment plans Learner/trainee contracts
<ul style="list-style-type: none"> Learners will have regular opportunities to review their progress and goals and to revise their assessment plan accordingly to meet their target qualification/award. 	<ul style="list-style-type: none"> Learner assessment plan, frequency of review meeting, examples of revisions to assessment plans Learner record System to track learners' progress
<ul style="list-style-type: none"> Assessment methods will be valid and reliable and will allow access to assessment for learners 	<ul style="list-style-type: none"> Assessment plans and learner assessment records Provision for learners with particular assessment requirements Access and fair assessment policy
<ul style="list-style-type: none"> Learners will receive regular verbal and written feedback after assessment 	<ul style="list-style-type: none"> Assessment plans and learner assessment records Evidence files or portfolios
<ul style="list-style-type: none"> Assessment records are in place which will show accurate assessment tracking, progress and achievement 	<ul style="list-style-type: none"> Learner assessment records System to track learners' progress and assessment outcomes
<ul style="list-style-type: none"> Adequate procedures exist to ensure secure and safe storage of current and completed learner assessment records and examination materials 	<ul style="list-style-type: none"> Details of the security and access arrangements for the storage of current and completed learners assessment records and examination materials
<ul style="list-style-type: none"> There are suitable arrangements to administer exams to ensure compliance with our external assessment regulations 	<ul style="list-style-type: none"> Our up to date Regulations for the Conduct of External Assessment Arrangements for storage and return of external assessment materials Understanding of the process for external assessments

Internal Quality Assurance	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> An appropriate IQA strategy and sampling plan is in place which will be reviewed regularly and corrective measures implemented 	<ul style="list-style-type: none"> IQA plans and reports A sampling strategy and schedule of activity Records/minutes of assessment team meetings Internal reviews of sampling strategies External Quality Assurer reports Evidence of corrective actions taken
<ul style="list-style-type: none"> Suitable arrangements are in place to ensure adequate liaison, consistency and standardisation will take place across all sites including satellite Centres 	<ul style="list-style-type: none"> Documented quality assurance procedures Schedule for standardisation between satellite Centres Records of all satellite sites and personnel
<ul style="list-style-type: none"> Allocation of Assessor responsibilities are clear and will meet the needs of learners and Assessors 	<ul style="list-style-type: none"> Organisational chart Records of all assessment sites and personnel CVs of the assessment team Signed agreements indicating the lines of accountability for partner organisations in relation to the management of assessment
<ul style="list-style-type: none"> Assessors will be provided with accurate advice and support to enable them to identify and meet their training and development needs 	<ul style="list-style-type: none"> Individual development plans for the assessment team Records of meetings, briefings or updates Action plans to acquire the Assessor and IQA awards, where appropriate
<ul style="list-style-type: none"> Internal quality assurance procedures and activities are clearly documented, consistent with national requirements and will ensure the quality and consistency of assessment 	<ul style="list-style-type: none"> IQA plans and reports A sampling strategy and schedule of activity Records of assessment team meetings Assessor networking opportunities.
<ul style="list-style-type: none"> Records of internal quality assurance activity will be maintained in line with our requirements and will be made available for the purposes of auditing 	<ul style="list-style-type: none"> Internal quality assurance plans and sampling records Minutes of assessment team meetings
<ul style="list-style-type: none"> Adequate time will be allocated to allow for internal quality assurance duties to take place 	<ul style="list-style-type: none"> Schedules/plans for internal quality assurance activities Records/minutes of IQA meetings

* Please note that possible sources of evidence are given as examples and are not intended to be exhaustive.

Appendix A – Only applicable for the Level 3 CACHE Diploma in the Principles and Practice of Dental Nursing

Evidence/Requirements	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> You have a Learner Fitness to Practice Policy and Procedure 	<ul style="list-style-type: none"> Process to be written with reference to GDC document http://www.gdc-uk.org/Aboutus/education/Pages/Student-fitness-to-practise-review.aspx Statement outlining the process to be implemented if required Details of the panel if required which must include a GDC registrant not involved with the learners qualification
<ul style="list-style-type: none"> You have an admissions/enrolment procedure 	<ul style="list-style-type: none"> Initial assessment Identification of any specific training needs Timescales for registrations Learner contracts completion and retaining records
<ul style="list-style-type: none"> You have a Learner Support Policy/Protocol 	<ul style="list-style-type: none"> Initial assessment Outlining staff involved with the learner and their roles Learner Learning contract Staffing review to ensure all learners are suitably supported Outline how learners are supported if not achieving or on target
<ul style="list-style-type: none"> You have a schedule of learner progress reports 	<ul style="list-style-type: none"> Confirmation of storage arrangements of completed reports for subsequent Centre quality audit Progress reports Contracts with the learner's employer Identified supervising GDC registrant for each learner which must be recorded and a copy retained by the Centre Guidance on the role of the supervising GDC registrant and evidence of how this person has been supported with training Review cycle outlining timescales

<ul style="list-style-type: none"> You have a work-based supervising registrant in place for each learner 	<ul style="list-style-type: none"> Statement as to how this is to be completed Identified supervising GDC registrant for each learner which must be recorded and a copy retained by the Centre Guidance on the role of the supervising GDC registrant and evidence of how this person has been supported with training Evidence that the supervisor/mentor has a current DBS certificate Annual updating of these records Completed lists required for subsequent Centre quality audit.
<ul style="list-style-type: none"> You have a work-based placement procedure which includes the quality assurance of placements, initial safety check and monitoring of learners' workplace and additional placement procedures 	<ul style="list-style-type: none"> The placement procedure must contain details of study, workplace based assessments, support required for the learner in the workplace. Checking and recording of workplace liability and indemnity insurance suitable to cover the learner should it be required Identify who is carrying out the initial safety check and workplace monitoring Identify the form to be completed whether using the suggested appendix C or Centre own Risk assessments Employer declaration of work-place induction. Signed copy for each learner required for subsequent Centre quality audits
<ul style="list-style-type: none"> You have an employer declaration of work-place induction 	<ul style="list-style-type: none"> Workplace induction declaration for clinical environment Checking process covering both learners on placement and employed learners Centre to provide the workplace with a declaration of induction to be completed which outlines the areas required to meet GDC requirements

<ul style="list-style-type: none"> You have a work placement/placement learner contract and Centre learner learning contract 	<ul style="list-style-type: none"> Contracts setting out specific roles and responsibilities that Centres/Employers must agree, sign and comply with throughout the course of the qualification and also in relation to the learner including reference to policies and procedures outlining 'Raising Concerns in the Workplace' Completed and signed copies must be in place for each learner prior to acceptance onto the qualification Statement to support how this will be maintained throughout the learners qualification and monitored
<ul style="list-style-type: none"> You have proof of staff records delivering the qualification including staff CVs and GDC registration details 	<ul style="list-style-type: none"> Staffing organogram Staff CVs and CPD records together with copies of relevant certificates and GDC registration numbers A record of Assessor/learner ratios and time allocation Oral confirmation from Assessors & IQA List of qualified Assessors and IQAs Outline of roles and responsibilities
<ul style="list-style-type: none"> You have a Centre organogram showing the staffing structure for delivery of the qualification 	<ul style="list-style-type: none"> Specific to the dental delivery outlining the staffing structure This must include those staff that deliver, supervise or assess parts of the qualification, details of their involvement and role, and whether they are based centrally or on placements. Any unfilled posts must be included too. Contingency plan in relation to staffing if required for long term absence
<ul style="list-style-type: none"> You have a process in place to check the work place/placement are registered with the Care Quality Commission 	<ul style="list-style-type: none"> How records are to be completed, maintained and retained Health and safety workplace check list
<ul style="list-style-type: none"> You have a Centre's Professional Misconduct Panel Membership 	<ul style="list-style-type: none"> Centre policy to include both informal and formal proceedings including a robust investigatory mechanism Disciplinary policies Appeals process
<ul style="list-style-type: none"> You have a procedure for checking learner vaccinations records including keeping documented evidence of the records 	<ul style="list-style-type: none"> Outline of vaccination checking process and how records are to be retained Procedure to outline checking process to ensure all learners have appropriate vaccinations prior to undertaking involvement with exposure prone procedures

Centre Staff Roles and Responsibilities

In order to ensure the effective operation of our qualifications/awards, you should allocate members of staff to carry out the following roles;

- Qualification/Award Contact or Centre Coordinator for CACHE Qualifications
- Internal Quality Assurer(s)
- Assessor(s)
- Examinations Officer or equivalent

Centres must also have an appropriate number of Invigilator(s) for qualifications requiring external assessment under exam conditions. For further details of our requirements relating to invigilation, please refer to our Regulations for the Conduct of External Assessment, available from our website or from the Customer Support team.

Qualification/Award Contact

The Qualification/Award Contact should:

- act as the main point of contact between us, your organisation and the External Quality Assurer
- ensure that the qualification or award is run in accordance with the Qualification Specification across all sites and departments
- ensure that we are informed of any changes in staffing or location
- liaise with the External Quality Assurer and provide the information required by him/her
- ensure that all personnel involved in the delivery and assessment of the qualification/award are appropriately trained, have access to the Qualification or Award Specification and assessment requirements, and that they meet regularly to monitor the progress and quality of delivery across all sites.

Internal Quality Assurer (IQA)

The IQA should:

- sample assessments to ensure they are carried out to the same standard by all Assessors
- ensure that Assessor(s) are trained and hold appropriate qualifications, identifying training needs and providing training as appropriate
- complete and sign Certificate Claim Forms either online or paper based and return to us.

The IQA can be the same person as the Qualification/Award Contact.

IQAs must have a qualification and/or recent occupational experience in the subject area they are quality assuring. Further details of occupational competence requirements can be found in the relevant Qualification Specification.

Please note: where an IQA is also an Assessor of the qualification or award, his/her assessment decisions must be internally quality assured by a different IQA.

Assessor

The role of the Assessor is to:

- carry out assessment in accordance with the qualification or award's criteria as detailed in the Qualification or Award Specification
- ensure learners' evidence is valid and meets the standards of the qualification or award. The Assessor must be satisfied that learners have achieved all learning outcomes related to the unit/qualification being assessed prior to deciding whether learners have been successful
- provide support and feedback to learners throughout the assessment process
- Assessors should possess a relevant qualification to that being assessed and/or relevant, recent occupational experience. Where no Assessor qualifications are held, Centres must provide adequate staff development to ensure Assessors are working to national standards (e.g. attendance at our Assessor Training Events).

Please refer to individual Qualification or Award Specification for details of specific criteria required for individual qualifications and awards.

Invigilator (qualification/award requiring external assessment under exam conditions only)

Centres delivering qualifications/awards requiring learners to complete a formal external assessment component under exam conditions will require Invigilators. Invigilators are responsible for supervising the external assessment process, completing the Invigilator's Register (supplied with external assessment papers) and ensuring the assessment is administered according to our Regulations for the Conduct of External Assessment, available from the our website or from our Customer Support team.

Examinations Officer or equivalent

The Examinations Officer is responsible for processing learner registrations and requesting certificates for successful learners. We will only issue certificates to the nominated Examinations Officer, who is then responsible for distributing these to learners.

The Examinations Officer is also responsible for coordinating the external assessment process for qualifications with this requirement. This involves liaising with the Qualification/Award Contact within the Centre to ensure that external assessment papers are requested in advance of the proposed assessment date, that a suitable location is available and that the appropriate number of trained Invigilators are available and familiar with our Regulations for the Conduct of External Assessment, available from the our website or from our Customer Support team.