

cache

# A guide to Endorsed Programmes

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## Section 1

### Introduction

Thank you for choosing CACHE's Endorsed Programmes. The main aim of this guide is to help explain the application and endorsement process.

Hopefully this guide will answer all of your questions, however if you need any additional advice or guidance, our Accreditation and Employer Services team is available to support you further.

**Email:** [accreditationteam@ncfe.org.uk](mailto:accreditationteam@ncfe.org.uk)

**Call:** 0345 347 2123

## Section 2

### About Endorsed Programmes

CACHE's Endorsed Programme service provides endorsement to bespoke provision, such as training or CPD, that does not involve individual learner achievement, assessment or certification from CACHE.

Examples of this could be:

- presentations
- workshops
- webinars
- seminars
- online training.

Our Endorsed Programmes service allows you to gain endorsement from a national Awarding Organisation, providing a guarantee that your programme(s) are of a high standard.

Endorsed Programmes are written and owned by you, so although we will not advertise your programmes, we are happy for you to market them by referring to CACHE endorsement.

## Section 3

# Initial application process

All organisations (including current customers of CACHE and NCFE) need to download and complete the Endorsed Programme Application Form (New Customer) from our website and email it to us at [accreditationteam@ncfe.org.uk](mailto:accreditationteam@ncfe.org.uk) to apply to offer this service.

### Before you apply

In order to offer Endorsed Programmes please ensure you have the following policies in place, we may ask for evidence of these policies during our annual quality monitoring audit:

- equality and diversity
- safeguarding
- complaints procedure
- health and safety.

### Initial Application

Once your application form has been received we will acknowledge receipt of this by email within three working days. Your company details will be added to our system and you will be invoiced for the £500 application fee.

Your company will undergo a credit check and we will email you feedback of this within two working days. If the credit check is passed we will then review your Endorsed Programme(s), we will provide feedback on this within 15 working days.

### Credit Check

A credit check is carried out to decide whether to offer credit and to prevent fraud, money laundering and any other unlawful activity. We use Creditsafe to perform credit checks on new customer applications that are not public sector organisations.

We reserve the right to request a blended credit check if you apply for this service. This check allows us to gain insight into the wider business, as well as the people in the organisation and the company's data. This credit check against individuals may subsequently show on an individual's credit history. From this check, and where appropriate, we may refuse credit and / or custom without further explanation.

## Section 4

### The endorsement process

Once the initial application process has been completed we can review your Endorsed Programme application. For any subsequent applications after the initial application, please download and complete the Endorsed Programme Application Form (Existing Customer) from our website and send it to us at [accreditationteam@ncfe.org.uk](mailto:accreditationteam@ncfe.org.uk).

#### Programme review process

We will conduct a review of your programme(s) against the below questions.

- Is the informal activity appropriate?
- Is the structure of the informal activity logical?
- Is the purpose of the informal activity clearly stated?
- Is the topic relevant to the content?
- Is the informal activity clear and free from ambiguity?
- Is the scope of the informal activity too limited?
- Is there too much for the size of the content?
- Are key points repeated to help the learner?
- Are technical details and terminology provided, explained if necessary, and accurate?
- Does the informal activity meet the level of literacy of the audience?
- Is the writing style and vocabulary straightforward and easy to follow?
- Is the content appropriate for the target group?
- Does it reflect various groups in a positive, non-discriminatory/non-derogatory manner?
- Is the informal activity accessible for different abilities?
- How do you feel about the overall quality of the informal activity?

We will use a review form to provide details of the review, which will cover:

- content
- equality and diversity.

We will not review the following, as it is your responsibility to make sure that final versions of the programme(s) are accurate and fit for purpose:

- spelling, punctuation, grammar and formatting
- house style
- use of colours
- size of boxes provided.

### Process overview

1. Within five working days we will acknowledge receipt, by email, and invoice you £500 for the Endorsed Programme review fee, which is a one-off fee for reviewing your course.
2. Following confirmation, our review panel will consider your Endorsed Programme application and we will provide you with feedback within 15 working days.
3. If we feel there is more development work needed in order for us to endorse your programme you will have three months within which to re-submit. If you wish to re-submit any time after this, the review fee would be charged again.
4. Once you have addressed any feedback we have sent you and we are happy to endorse your Endorsed Programme we will confirm this to you by email and raise an invoice for £800 for the Annual Endorsement fee. The endorsement only relates to the endorsed version of the programme and if changes are made, we will need to review them again.

## Section 5

# Annual quality monitoring audit

We will conduct an annual quality monitoring audit across all of your programmes each year. This is an opportunity to review any amendments you have made to any existing programmes to ensure they still meet our endorsement criteria\*. We will also check you have certain policies in place within your company (see below), look at how you advertise your Endorsed Programme(s) and ensure you are meeting your contractual obligations.

### Process overview

1. We will email you to let you know we would like to undertake an audit and we will attach an Audit report for you to complete and send back to us within 10 working days.
2. Once received back we will conduct a review and send you a report and any feedback within five working days.
3. If there are any actions on the report, you will need to complete them and return them to us within 10 working days.

As previously mentioned, the below policies need to be in place:

- equality and diversity
- safeguarding
- complaints procedure
- health and safety.

\* Please be aware that if changes to Endorsed Programmes are significant we reserve the right to charge a review fee.

## Section 6

# Endorsed Programme fees

Fees for Endorsed Programmes comprise of 3 separate elements:

- an initial application fee
- an annual endorsement fee
- a programme review fee.

### **Initial application fee – £500**

The initial approval fee contributes towards the cost of work to assess the eligibility of the customer for endorsement, the processing of the application and conducting a credit check on your company. The fee is non-refundable.

### **Annual endorsement fee - £800**

This is an annual fee per Endorsed Programme.

The fee covers the cost of endorsement (per programme) for the duration of one session (August 1st – July 31st), as well as contributing to the cost of an annual quality audit. It also covers the ongoing support of the Accreditation and Employer Services team for all Endorsed Programme customers.

### **Programme review fee**

This fee is charged for each Endorsed Programme submission and covers the cost of a review to ensure we are happy to endorse your programme. The standard fees will apply for first and second reviews, there is a reduced fee for any third and fourth reviews that are needed.

First and second review - £500

Third and fourth review - £250



## Section 7

# Stipulations for advertising and promoting Endorsed Programmes

Our Endorsed Programme service is designed to endorse bespoke in-house training materials and/or short courses which fall outside of our national portfolio of qualifications. Programmes of recognised bespoke education or training are regarded by Ofqual to be 'unregulated' provision – but are subject to Condition B5, 'Representations regarding qualifications' as follows:

**B5.1** – Statements regarding qualifications which are not regulated qualifications

An Awarding Organisation must not (and must take all reasonable steps to ensure that any person connected with it does not) make any statement that would be likely to lead users of qualifications to believe that a qualification it makes available is a regulated qualification when it is not a regulated qualification.

**B5.2** – Advertising and promotion of qualifications

An Awarding Organisation must not (and must take all reasonable steps to ensure that any person connected with it does not) advertise or promote its qualifications in a manner that is likely to be misleading to Users of qualifications.

In order to work with us and enable us to maintain compliance for the General Conditions of Recognition you shall be responsible for the content, accuracy and legality of any programme information or material. This includes all advertising and promotional programme information or material which is printed; or on any website; or in any electronic form, which must adhere to the Ofqual Condition B5.1, 'Statements regarding qualifications which are not regulated qualifications'; and Condition B5.2, 'Advertising and promotion of qualifications'.

All bespoke programmes that are endorsed by CACHE are subject to the Stipulations for Advertising and Promoting Endorsed Programmes. CACHE reserves the right to verify what it considers advertising or promoting programme(s) in a manner that is likely to be misleading to learners.

Any confirmed breach of these stipulations, by you, shall be deemed unacceptable by CACHE and CACHE has the right to withdraw endorsement of the Endorsed Programme(s) immediately and without notice.

A full version of these stipulations can be downloaded from our website, [www.cache.org.uk](http://www.cache.org.uk).

## Section 8

# Use of CACHE's Endorsed Programme logo

We provide Endorsed Programme customers with a logo in order for them to promote their endorsement with us. The logo is available to all customers approved to develop programmes under our Endorsed Programme service. You can use this logo on any documentation or media relating to your Endorsed Programme(s).

Instructions for the use of the Endorsed Programme Logo can be found in Appendix 1.

# Appendix 1

## Brand Guidelines

### Endorsed Programmes logo

#### Overview of logo usage terms

Our Endorsed Programme logo is available to all Centres who run a CACHE Endorsed Programme. This logo can be used on any documentation relating to these courses which fall under your centre's agreement with us. This includes promotional materials, online advertising, and in-house certificates for your learners.

As a CACHE accredited Centre you agree with us that:

- you won't use the Endorsed Programmes logo on any certificates that are not produced by yourselves for your learners.
- you won't advertise and promote provision under the Endorsed Programmes logo when it is outside the scope of the product.

Guidelines on how to use the logo when it comes to creating your resources and/or advertising material can be found on the following pages. If you need access to our logo then you can get in touch with our Accreditation and Employers Services team who will also be able to advise on the usage of the logo if you are still unsure or have any further questions.

If you do request our Endorsed Programmes logo then this will be sent to you as an email attachment.

## Endorsed Programmes logo Usage and positioning

There should always be a clear space around the logo as shown, in order to ensure clarity. No other element should be allowed to infringe this clear space. The logo has been developed to ensure it is always visible and impactful. To ensure this legibility the logo should not be reproduced below a minimum size, as shown.



To define the quiet area around the logo, use the height of the (c). This is the minimum clear space that needs to surround the logo.



40mm (mininum size)

To ensure this legibility the logo should not be rerproduced below a minimum size, as shown.

## Endorsed Programmes logo Variations

There are three versions of the logo designed for different uses.  
Please ensure that you use the correct version.



### Master logo

This is the primary logo and should be used on all applications where the background is white or light.



### Mono logo

This should be used when the master logo is not viable for resources i.e colour printing.



### White-out logo

This should be used when the logo is set against a coloured background.

The logo is supplied as these versions in various different formats for print and web.  
The above versions allow flexibility for the Endorsed Programmes identity to appear in full colour, mono and white-out.

## Endorsed Programmes logo Incorrect usage



**Do not** use the logo without the strapline.



**Do not** use the logo on a full colour image or any background that would affect visibility.



**Do not** attempt to recreate any part of the logo. Use **only** the approved artwork.



**Do not** alter or swap any colours of the logo.



**Do not** stretch or squash the logo.