

# **CENTRE APPROVAL GUIDELINES FOR INTERNATIONAL CENTRES**

**Doc No: IOH\_CA005**

## **Preface**

---

### **Institute of Hospitality**

The Institute of Hospitality represents professional managers in the hospitality, leisure and tourism industries and has a worldwide membership. The Institute is managed as an educational charity, and exists to benefit its members in their career and professional development, as well as continuing to improve industry sector standards. The primary purpose of the Institute of Hospitality is to:

“promote the highest professional standards of management and education in the international hospitality, leisure and tourism industries”

### **Contact Details**

For further information or guidance please contact:

Institute of Hospitality Awarding Body  
Trinity Court  
34 West Street  
Sutton, Surrey SM1 1SH

Tel: +44 (0)20 8661 4908

Fax: +44 (0)20 8661 4901

Email: [awardingbody@instituteofhospitality.org](mailto:awardingbody@instituteofhospitality.org)

### **Please note:**

These guidelines are subject to regular revision and replace any earlier version produced by the Institute of Hospitality.

**September 2011**

## Contents

---

<b>Preface</b>	<b>2</b>
<b>Definitions and Terms</b>	<b>5</b>
<b>Section 1: Introduction</b>	<b>6</b>
1.1 Introduction to Centre Approval for International Centres	6
1.2 Definition of a Centre	6
1.3 Institute of Hospitality Awarding Body Policies	7
1.4 International Student Affiliate Membership	7
1.5 Institute of Hospitality Education Membership Scheme (EMS)	7
<b>Section 2: Institute of Hospitality Awarding Body Quality Assurance</b>	<b>8</b>
2.1 Institute of Hospitality	8
2.2 Institute of Hospitality Awarding Body Quality Assurance	8
2.3 The Quality Process	8
2.4 Qualifications Review Panel	8
<b>Section 3: Centre Approval Applications</b>	<b>9</b>
3.1 Centre Approval	9
3.2 Satellite Centres	9
3.3 Assessment	9
3.4 Application Process	9
3.5 Service Standards	10
3.6 The Role of the International External Examiners	11
3.7 The Centre Approval Visit	11
3.8 Centre Quality Assurance	12
3.9 Centres with Approval from other UK Awarding Bodies	12
3.10 Outcomes of the Centre Approval Process	12
3.11 Re-Approval	12
3.12 Programme Discontinuation	12
<b>Section 4: Application Criteria</b>	
Part 1: a Centre Approval Application	13
b Mode of Delivery	13
Part 2: a International Centre Information	13
b Financial Viability	13
Part 3: Satellite Centre Information	14
Part 4: a Examinations Officer	14
b Examinations Officer (Satellite Centre(s))	14
Part 5: Staff	14
Part 6: Recruitment of Candidates	15
Part 7: Teaching and Learning Support Facilities	16
Part 8: Policy Documents	16
8.1 Centre Policy on e-Assessment	16
8.2 Customer Service Statement	17
8.3 Complaints Procedures	17
8.4 Data Protection	17
8.5 Enquiries and Appeals Procedures	17
8.6 Equal Opportunities Policies and Monitoring	17
8.7 Health and Safety Compliance	17
8.8 Dealing with Malpractice	17
8.9 Reasonable Adjustments and Special Considerations	17
8.10 Staff Development Policy	18

Part 9: Quality Assurance	18
Part 10: Fees	18
Part 11: Agreement and Signed Declaration	19
<b>Section 5: Centre Visit and Approval Decisions</b>	<b>20</b>
5.1 Centre Application	20
5.2 Centre Approval Visit	20
5.3 Approval Decisions	20
5.4 Further Help and Information	21
<b>Section 6: Centre Approval Fees and Application</b>	<b>22</b>
<b>Section 7: Non Compliance</b>	<b>23</b>
7.1 Withdrawal of Approval	
7.2 Suspension of Approval	23
7.3 Sanctions for Non-Compliance	23
7.4 Malpractice from Institute of Hospitality Approved Centres	23
7.5 Appeals against the Institute of Hospitality Awarding Body	23

## Definitions and Terms

---

**Approval:** A process by which a Centre wishing to offer qualifications from a particular awarding body confirm that they are able to meet the required criteria for the delivery of training programmes and assessments.

**Assessment:** The process through which evidence of candidates' attainments is evaluated against agreed criteria to provide the evidence for a qualification.

**Awarding Body:** A recognised organisation such as the Institute of Hospitality, that offers qualifications and awards. Awarding Bodies design qualifications and assessment and ensure that quality assurance systems are in place for them. An Awarding Body issues certificates or certificates of unit credit to candidates achieving the requirements of a qualification.

**Candidate:** A learner registered with the Awarding Body who has enrolled for an assessment.

**Centre:** An organisation such as an International College, University, or Training Provider accountable to an awarding body for the training delivery and assessment arrangements leading to a qualification.

**Learner:** A person enrolled on a learning or development programme.

**Principal Contact / Centre Co-ordinator:** the designated point of contact for Institute of Hospitality qualifications and the person responsible for the e-Assessment procedures where the Centre has been given approval to deliver Institute of Hospitality electronic assessments.

**Qualification:** A certificate of achievement or competence specifying an awarding body qualification title.

## **Section 1: Introduction**

---

### **1.1 Introduction to Centre Approval for International Centres**

This guide contains notes for the guidance of International Centres (Colleges, Universities and Training Providers) on the procedures for applying for approval to deliver Institute of Hospitality awards, qualifications and assessments. The Institute of Hospitality is able to offer Centre Approval (delivery and assessment) to International Colleges, Universities and Training Providers that meet the criteria given in the following guidelines and subject to a successful Centre Approval Visit.

The Institute also has the authority to approve a Centre to deliver and assess whole or part awards in relation to the qualifications offered and the expertise of a Centre.

Institute of Hospitality Centre Approval is granted to organisations that meet the application criteria in full (see Section 4). Approval is initially granted for a period of one year, subject to all annual monitoring requirements being met, the Centre will then be subject to re-approval on the same basis.

### **1.2 Definition of a Centre**

In this guide the word 'Centre' is used to describe an organisation, i.e. International College, University or Training Provider accountable to an awarding body for the training delivery and assessment arrangements leading to a qualification.

The pre-requisite of the application for this Centre Approval is that the International Centre should have formal recognition or accreditation from an approved body in their own country such as:

- Government Department
- Education Authority
- National Recognition Authority

In all cases International Centres will need to provide evidence that they meet the above criteria both at the time of application and during the period of Centre Approval.

The Institute of Hospitality reserves the right to remove Approved Centre status at any time from organisations who fail to meet the criteria and standards required by the Institute. Please refer to Section 7 for further details.

### **1.3 Institute of Hospitality Awarding Body Policies**

This guide should be used in conjunction with the following documents:

- Institute of Hospitality Regulations for Awards and Qualifications (IOH\_AB008)
- Institute of Hospitality International Qualifications Handbook (IOH\_CA002)

Reference should also be made to the following awarding body policy documents, copies of which can be found on our website or obtained directly from the Institute of Hospitality:

- Customer Service Statement (IOH\_AB001)
- e-Assessment Guidelines and Regulations (IOH\_AB002)
- Enquiries and Appeals Policies and Procedures (IOH\_AB003)
- Diversity and Equality Policy (IOH\_AB004)
- Malpractice Procedures (IOH\_AB005)
- Reasonable Adjustments and Special Considerations (IOH\_AB007)
- Regulations for Awards and Qualifications (IOH\_AB008)

### **1.4 International Student Affiliate Membership**

Candidates enrolled on Institute of Hospitality International Management Qualifications are eligible for International Student Affiliate Membership. This enables learners to access all the Institute of Hospitality online resources that support their studies including access to e-books and e-journals, management guides and regular electronic newsletters. International Student Affiliate Members also benefit from support packs for the individual units.

### **1.5 Institute of Hospitality Education Membership Scheme (EMS)**

The Institute of Hospitality encourages Colleges and Universities to subscribe to the Education Membership Scheme (EMS). This scheme is available to academic institutions only. It allows full access to Institute of Hospitality electronic books and journals in support of the qualifications and units as well as access to the Institute of Hospitality Information Services for all students enrolled on relevant programmes of Hospitality, Leisure and Tourism Studies at the named institution.

## **Section 2: Institute of Hospitality Awarding Body Quality Assurance**

---

### **2.1 Institute of Hospitality**

The Institute of Hospitality represents professional managers in the hospitality, leisure and tourism industries and has a worldwide membership. The Institute is managed as an educational charity and exists to benefit its members in their career and professional development, as well as continuing to improve industry sector standards.

The Institute of Hospitality is a regulated and accredited awarding body that has the authority to award a range of professional, vocational and academic qualifications. The Institute has awarded qualifications since its inception in 1971 and its Management Qualifications have always been developed expressly for managers and aspiring managers working in the industry. The qualifications are offered on a flexible basis and encourage Continuing Professional Development (CPD) and the promotion of lifelong learning.

Institute of Hospitality Qualifications are developed in conjunction with industry and academic institutions and reflect current industry trends through the learning outcomes. This facilitates the measurement and control of assessment and provides candidates with realistic and practical understanding of the objectives of each unit.

### **2.2 Institute of Hospitality Awarding Body Quality Assurance**

To ensure a comprehensive and accountable system of quality control, the Institute of Hospitality operates a monitoring system for its qualifications, based on the principles of Centre monitoring and review through International External Examiners. The Institute of Hospitality maintains an overview of the delivery and assessment of its qualifications by each approved Centre and holds the ultimate responsibility for quality to ensure that the highest professional standards are achieved. This system is regularly reviewed and revised to facilitate the achievement of excellence.

### **2.3 The Quality Process**

The quality process begins with the Centre Approval and includes quality monitoring of course management, assessment plans, planning, delivery and review, student recruitment, staffing, course delivery, equal opportunities and course administration.

### **2.4 Qualifications Review Panel**

The Qualifications Review Panel (QRP) is responsible for the approval process for Centres and individual members of the Panel are assigned as International External Examiners to each Centre or a locally appointed International External Examiner may be assigned to the role. The QRP is appointed by the Executive Council and consists of a Chair and members appointed for their academic and professional expertise as well as the Chief Executive and Director of Professional Development.

The International External Examiners have routine oversight of the assessments and candidate performance relating to each particular qualification. The QRP regularly monitors results through comparative performance data and assessment sampling as required. It also monitors and reports on the Awarding Body policies and standards and reports to the Executive Council on its recommendations.

## Section 3: Centre Approval Applications

---

### 3.1 Centre Approval

The Institute of Hospitality is able to offer Centre Approval (delivery and assessment) to International Colleges, Universities and Training Providers that meet the criteria given in the guidelines and subject to a successful Centre Approval Visit.

The Institute also has the authority to approve a Centre to deliver and assess whole or part awards in relation to the qualifications offered and the expertise of a Centre.

Centres must satisfy the Institute of Hospitality that the proposed structure, resources and facilities are appropriate to the individual areas of study or total study programmes. They must aim to provide candidates with an up-to-date industry focus in a dynamic industry related environment.

### 3.2 Satellite Centres

Centres must provide details of any Satellite Centres within their own country which may offer the programme. There is no requirement for each Satellite Centre to submit an application as the main Centre must assume responsibility and give assurances that the Satellite Centres comply and adhere to the standards and quality of the delivery and assessment of the Institute of Hospitality Awards and Qualifications. If however, it is found that one of the Satellite Centres fails to comply with Institute of Hospitality Awarding Body Regulations then the approved status of the Centre as a whole may be affected. Satellite Centres based outside the country of the main centre will need to submit their own Centre Approval application.

### 3.3 Assessment

Assessment for Institute of Hospitality qualifications is through e-Assessment and Centres must satisfy the Institute of Hospitality that the facilities available are fit for purpose and offer a secure testing environment. A nominated individual, normally an Examinations Officer, is required to oversee the electronic assessments within each approved Centre.

All approved Centres must meet the criteria outlined in the **Institute of Hospitality e-Assessment Guidelines**. In particular Centres should note the following:

- Processes must have demonstrable consistency and reliability.
- Staff must have the appropriate skills to manage and deliver these processes.
- Centres must be able to demonstrate their accountability for the quality of these processes to external agencies.

### 3.4 Application Process

Centres seeking Institute of Hospitality approval for the academic year 2011/12 should submit an Application Form with supporting documentation to the Institute of Hospitality Awarding Body giving notification of the date on which they propose to commence delivery of programmes and assessment.

Applications to the Institute of Hospitality will be submitted to the Qualifications Review Panel (QRP) for approval. The appropriate application form and supporting documentation should be submitted to the Institute of Hospitality electronically with supporting material referenced (e.g. brochures, guidelines, websites) to allow members of the QRP easy access to the application and also to speed up the

application process. In addition, **ONE signed copy** of the completed application form is required to be sent to the Institute by post together with the Centre Registration Fee or authorised Official Order.

Where electronic submission is not possible, THREE copies of the paper based submission must be provided and additional time must be allowed for the process to be completed.

### 3.5 Service Standards

The Institute of Hospitality as an awarding body is committed to providing an efficient and high standard service to all its stakeholders including candidates, prospective candidates and Centres. Our Customer Service Statement sets out the standards of service our customers are entitled to expect as a minimum. Copies of the statement are sent to all our approved Centres and are published in our Qualification Handbooks and on our website.

Our targets for the Centre Approval Application Process are as follows. We may be able to expedite the process where the documentation submitted is complete and satisfactory.

Step	Action	Target and Outcome (from date of submission)	
1	Centre contacts the Institute of Hospitality Awarding Body	1 week	The Institute issues Qualification information with an Expression of Interest Form
2	Centre registers their interest by email or letter.	1 week	Course Approval documentation issued
3	Centre submits the Application Form for Centre Approval with supporting documentation and the Centre Registration Fee.	4 weeks	Initial check of documentation received. If complete, forwarded to the Chair of the QRP who considers the application. Visit arrangements are made and invoice raised for the Centre Approval Fee and visit costs. <b>OR</b> If application is incomplete, Centre is requested to provide additional information
4	Centre is assigned an International External Examiner who will advise the QRP with any recommendations and undertake the centre visit. Centre Approval Visit takes place and report is made.	6- 8 weeks	Visit target time is dependent on local circumstances and availability of a local International External Examiner to undertake the visit.
5	QRP considers the report from the International External Examiner. Centre is informed of the QRP decision and of any conditions and special comments.	6 weeks	Approval is only granted on receipt of payment of all fees. Where the QRP does not approve an application it may: <ul style="list-style-type: none"> <li>Reject the application and invite the Centre to re-apply by a given date</li> <li>Request additional information, revisions or amendments to be submitted</li> </ul>

Step	Action	Target and Outcome (from date of submission)	
6	Successful Centre receives a unique Institute of Hospitality International Centre Number and an Approved Centre Certificate.	6/8 weeks	Centre notifies Institute of Hospitality Awarding Body of start date for offering qualification(s).
7	If a Centre is unsuccessful, a resubmission can be made subject to the recommendations of the Qualifications Review Panel being met.		

### 3.6 The Role of the International External Examiner

Each approved Institute of Hospitality Centre is allocated an International External Examiner whose role is to oversee and encourage the maintenance of quality standards for the Institute of Hospitality Qualifications that the Centre has been approved to offer. The main duty is to ensure that the Centre follows standards and all relevant guidelines and regulations produced by the Institute of Hospitality Awarding Body.

The International External Examiner is a key line of communication and support for the Centre and also acts as an adviser to the Centre on behalf of the awarding body.

International External Examiners have responsibility for the quality assurance of all assessments on the Institute of Hospitality e-Assessment system and for monitoring the validity and consistency of such assessments as well as monitoring candidates' performance and results. This information is documented in reports to the Qualifications Review Panel and the Executive Council for the Institute of Hospitality Awarding Body.

### 3.7 The Centre Approval Visit

Centres will be assigned an International External Examiner who is either a member of the QRP or a locally approved member of the Institute of Hospitality and who will advise the QRP with any recommendations on the application made. A Centre Approval Visit will be arranged to verify the details contained in the application.

Centre Approval Visits normally take approximately one day, however allowances should be made for an extra day where the International External Examiner has a long journey to get to the centre prior to the visit. During the visit the International External Examiner will expect to be able to verify that all facilities, systems and processes as outlined in the application meet the Institute of Hospitality criteria and to meet the Head of Department and tutors to discuss the qualification delivery with them.

Following a Centre Approval Visit a full report is made to the awarding body and to the Qualifications Review Panel who may request actions to be taken in respect of the report.

### 3.8 Centre Quality Assurance

Centres must have documented procedures through which they will set and monitor standards of delivery of programmes and assessment where required in order to ensure there is quality assurance across the various components of the qualification. These should include the development of 'Programme Regulations' specific to the

Institute of Hospitality Qualifications to be offered and in particular arrangements to support candidates who:

- a) Repeatedly fail to attend training programmes
- b) Fail to complete e-assessments for which they have been registered
- c) Consistently fail e-assessments they have taken

### **3.9 Centres with Approval from other UK Awarding Bodies**

If for any reason previous approval has been refused by another recognised UK Awarding Body<sup>1</sup>, the Approval Panel will require the name of the Awarding Body, a summary of the reason and date of refusal. This does not necessarily imply the Centre will be refused approval by the Institute of Hospitality. All submissions are carefully reviewed by the Qualifications Review Panel.

### **3.10 Outcomes of the Centre Approval Process**

Once approved, Centres are registered and recognised formally by the Institute of Hospitality for the delivery of Institute of Hospitality qualifications and awards, initially for a period of one year subject to receiving payment of the Annual Approval Fee and visit fees. The registration may, at the discretion of the Qualifications Review Panel be limited to specific levels or specialisms of awards or qualifications or allow for the delivery of the full portfolio of awards and qualifications.

### **3.11 Re-Approval**

All centres are subject to annual re-approval procedures and an annual re-approval fee is payable each year. The International External Examiner will provide an annual review report to the Awarding Body based on regular contact by email and/or telephone with the approved centre. The International External Examiner for the Centre will determine whether a re-approval visit is required. If a re-approval visit is deemed necessary, the visit fees will be charged to the centre.

### **3.12 Programme Discontinuation**

If a Centre decides to discontinue the provision of any Institute of Hospitality award or qualification or individual units they must:

- Advise the Institute of Hospitality in writing (recorded delivery) giving a reasonable period of notice (at least 3 months)
- Support any candidates enrolled on the awards / units until they:
  - complete their qualification
  - transfer to another approved Centre
  - or alternatively are offered another appropriate qualification

---

<sup>1</sup> A recognised Awarding body is one which complies with the criteria of the recognition process of the regulatory authorities which include the Office of the Qualifications and Examinations Regulator (Ofqual), the Department for Education and Skills (DfES), the Council for Curriculum Examinations and Assessment (CCEA) and the Scottish Qualifications Authority (SQA).

## Section 4: Application Criteria

---

Institute of Hospitality Centre Approval is granted to International Colleges, Universities and Training Providers that meet the criteria outlined in this section. Evidence of the facilities, resources, staff and quality assurance systems will be monitored by the International External Examiner assigned to the Centre.

### Part 1a: Centre Approval Application

Details of the Institute of Hospitality International Management Qualifications for which the Centre is applying for approval to offer delivery and assessment. Please note that the Institute has the authority to approve a Centre to deliver and assess whole or part awards in relation to the qualifications offered and the expertise of a Centre.

#### Introductory Level:

Certificate in Management for International Hospitality and Tourism

#### Intermediate Level:

Diploma in Management for International Hospitality and Tourism

#### Advanced Level:

Advanced Diploma in Management for International Hospitality and Tourism

#### Intermediate Level: Specialist Diplomas

1. Diploma in Business Management for International Hospitality and Tourism
2. Diploma in Consumer Management for International Hospitality and Tourism
3. Diploma in Finance and Business Management for International Hospitality and Tourism
4. Diploma in Human Resources Management for International Hospitality and Tourism
5. Diploma in Marketing and Sales Management for International Hospitality and Tourism
6. Diploma in Professional Development for International Hospitality and Tourism

### Part 1b: Mode of Delivery

Details of the mode of delivery that the Centre intends to offer, e.g. part-time, full-time, in-company, one day training programmes, short course programmes.

### Part 2a: International Centre Information (to be detailed on the application form)

- Centre name and full contact details.
- Details of any other approval by a recognised UK Awarding Body and provide Centre Number. If for any reason previous approval has been refused, please state the name of the Awarding Body, briefly the reason and date of refusal. If previously refused by another recognised UK Awarding Body, it does not necessarily imply that you will be refused approval by the Institute of Hospitality.

### Part 2b: Financial Viability

The Institute of Hospitality Awarding Body reserves the right to seek information about the Centre's financial viability from the Centre's bank.

### **Part 3: Satellite Centre Information**

Details of all Satellite Centres where applicable and which should be situated in the same country as the main centre.

#### **Part 4a: Examinations Office**

#### **Part 4b: Examinations Office (Satellite Centre(s))**

This should be the person responsible for the e-Assessment procedures where the Centre has been given approval to deliver Institute of Hospitality electronic assessments. Responsibilities will include:

- registering candidates and obtaining their Institute of Hospitality Awarding Body candidate registration numbers
- ensuring candidates are registered for the appropriate units for their qualifications in accordance with the timescales required by the Institute
- maintaining candidate records and ensuring that appropriate certificates are requested
- ensuring that appropriate certificates are requested
- ensuring that candidates have consented to providing personal data to the Institute of Hospitality Awarding Body for registration purposes under the terms of the UK Data Protection Act (1998) and any other legislation particular to the country of origin for the centre
- providing information to the Institute of Hospitality Awarding Body on candidate progress, completion or withdrawal
- ensuring that the Centre remains fully compliant at all times with the Institute of Hospitality Awarding Body Centre requirements with regard to training delivery and e-Assessment procedures

#### **Part 5: Staff**

A staffing structure should be included showing the lines of responsibility and how they relate to the delivery of the qualifications to be offered.

Staffing Information should include:

- **the Head of Department / School** for Hospitality and related subjects
- **the Principal Contact / Centre Co-ordinator** who will be the course tutor/ lecturer/course co-ordinator who is the primary point of contact for learners, employers and others with an interest in the operation of the course as well as for the International External Examiner and the Institute of Hospitality Awarding Body. The Centre Co-ordinator undertakes to:
  - communicate effectively and with the Institute of Hospitality Awarding Body and their assigned International External Examiner and update them on a regular basis
  - disseminate Institute of Hospitality Awarding Body information, qualification and assessment documentation throughout the Centre and to staff and candidates
  - process all candidate registrations and certificate claims in accordance with Institute of Hospitality requirements and within realistic timescales
- **the Primary Contact for e-assessment delivery** for the programmes, this will be the tutor who liaises with the Examinations Officer and the Institute of Hospitality Awarding Body and ensures that the programme e-assessments take place according to staff and learner needs

- the name of each member of the team delivering the qualification(s) and the key Business Areas they will teach

The Institute of Hospitality believes it is essential that in each area of study, tutors are appropriately qualified and have relevant industry background to support their teaching. In generic areas of study, at least one member of the teaching team should have experience of working in the industry.

For academic institutions, a standard college/university curriculum vitae format is acceptable. Staff CVs should be sent electronically and should demonstrate:

- relevant professional qualifications
- specialist qualifications as required
- evidence of relevant teacher training qualifications and/or training
- recent work experience in the industry

The Institute of Hospitality considers it essential that regular knowledge updating is undertaken in order to ensure a relevant and high quality provision. The QRP will look for evidence of tutors following a structured induction and professional development programme to ensure they are conversant with current industry operations and trends and that their professional teaching knowledge is regularly updated.

All members of staff delivering Institute of Hospitality Qualifications are encouraged to become members of the Institute and to take advantage of the wide range of services and benefits that will support their work and the qualifications delivered.

### **Part 6: Recruitment of Candidates**

Please provide statistics in relation to anticipated enrolments for a three year period together with an explanation of how these forecasts have been estimated, e.g. consultation with industry, past candidates and any market research which has been undertaken.

Please give details of other current Hospitality and Tourism programmes offered by the Centre, modes of attendance and the number of candidates enrolled on these programmes over a two-year period. Please note; approval will only be given to Centres that have an established and relevant background/ portfolio of qualification/ assessment delivery.

Please give evidence of anticipated promotional activities for the programme including industry liaison and workforce development.

Centres must have an appropriate induction, guidance and support system in place for candidates. It is the Centres responsibility to ensure that candidates are supported from induction to completion of the units/qualification(s). All candidates should be briefed on the background to the qualification(s), the benefits and requirements of undertaking the relevant programmes and the application procedures. Evidence should be provided of these systems as well as supporting information to show that:

- candidate selection, admission and assessment is conducted with demonstrable commitment to equal opportunities in all areas
- candidates will be given regular opportunities to review their progress and revise their assessment plan accordingly

- candidates will be given the opportunity to undertake practice electronic assessment prior to undertaking an e-assessment
- particular assessment requirements of candidates will be identified and met wherever possible
- reasonable adjustments and special considerations will comply with the Centre's policies and those of the Institute of Hospitality

### **Part 7: Teaching and Learning Support Facilities**

It is the Centre's responsibility to ensure that resources are provided to enable candidates to achieve the learning outcomes defined in our qualifications. This applies to all sites where the qualification(s) may be offered. Resources included staff, accommodation, equipment and materials.

Please provide details of facilities, e.g. support services and information available to candidates on the Management Programmes. This should include:

- evidence of facilities to support specialist teaching where appropriate.
- access to online resources
- access to online resources through the Education Membership Scheme if offered by the Centre (academic centres only)
- learning materials e.g. books, journals, multimedia
- software and computing resource requirements specified by the Institute of Hospitality Awarding Body for assessment purposes

The Institute of Hospitality encourages academic Centres to become members of the **Education Membership Scheme (EMS)** which gives FREE Affiliate (Student) Membership of the Institute to students enrolled on relevant programmes of Hospitality, Leisure and Tourism Studies at the named academic institution and allows full access to Institute of Hospitality electronic books and journals in support of the qualifications and Institute of Hospitality Information Services.

### **Part 8: Policy Documents**

Supporting evidence must be provided with the application to meet all of the following criteria:

#### **8.1 Centre Policy on e-Assessment**

A Centre Policy on e-Assessment should be made available. Full details should be provided of the secure facilities available to support the e-Assessments. In particular Centres will need to satisfy the Institute of Hospitality Awarding Body that:

- the Centre recognises that where an assessment is delivered electronically; delivery is only by these means and that paper-based assessments can only be provided in exceptional circumstances
- the Centre will meet the software and computing resource requirements specified by the Institute of Hospitality
- the Centre has a secure facility to download assessments and has sufficient, appropriately specified computers for candidates
- the Centre has IT staff with the appropriate experience and/or qualifications to support the e-Assessments and staff invigilating the assessments.
- all assessment methods to be used are valid and meet the requirements of the relevant qualification's assessment strategy
- all assessments comply with Institute of Hospitality Awarding Body requirements regarding online assessment
- assessment decisions (including assessments where the candidate has not reached the required standard) will be recorded accurately using the

appropriate documentation by the Centre Co-ordinator / Examinations Officer for the Centre

- all assessment outcomes accepted as demonstrating that the candidate has met the required standard will comply with Institute of Hospitality Awarding Body requirements
- any enquiries or appeals relating to qualification specifications, assessment guidance or Institute of Hospitality documentation will be resolved and recorded

## **8.2 Customer Service Statement**

Centres must have a suitable Customer Service statement in place, with measurable aims and objectives, relevant to all learners and candidates and ensure that they also meet the requirements of the Institute of Hospitality with regard to its own *Customer Service Statement*.

## **8.3 Complaints Procedures**

Centres must have a suitable complaints procedure in place relevant to all learners and candidates and ensure that they also meet the requirements of the Institute of Hospitality with regard to its own *Complaints Procedure*.

## **8.4 Data Protection**

All Institute of Hospitality Centres are required to have secure management information systems for storing candidate and assessment information that are accessible only to approved staff. Evidence should be provided on the secure methods of storing and archiving data, the location of the data and the roles and responsibilities of staff with regard to record keeping. When collecting personal data from data subjects, Centres must ensure that they are aware of any legal obligations in their own country and that the relevant data protection notices are accurate and compliant. The Centre data protection policy should be clearly communicated to candidates.

## **8.5 Enquiries and Appeals Procedures**

Centres must have a suitable Enquiries and Appeals Procedure in place relevant to all learners and candidates and ensure that they also meet the requirements of the Institute of Hospitality with regards to its own *Enquiries and Appeals Procedure*.

## **8.6 Equal Opportunities Policy and Monitoring**

Centres must have a suitable Equal Opportunities Policy in place relevant to all learners and candidates and ensure that regular monitoring is in place. Evidence must be provided on a regular basis to ensure that policies are adhered to.

## **8.7 Health and Safety Compliance**

Confirmation that all premises, facilities and equipment to be used for assessment purposes comply with the relevant health and safety legislation.

## **8.8 Dealing with Malpractice**

The Centre's Policy for dealing with malpractice from either learners or staff and the actions to be taken with regard to informing the Awarding Body.

## **8.9 Reasonable Adjustments and Special Considerations**

The policies of the Centre with regard to Reasonable Adjustments and Special Considerations should be outlined here. An indication of likely requests to the

Awarding Body should be indicated. The name of the person responsible for Reasonable Adjustments and Special Considerations should be given. Information on the provision of academic, learner support services including a copy of the *Student Handbook* and details of the Centre's arrangements for:

- providing equality of opportunity and access to learning and assessment
- facilitating reasonable adjustments for candidates with particular requirements, difficulties or disabilities
- facilitating special consideration for candidates suffering temporary illness, injury or indisposition at the time of assessment
- dealing with malpractice
- internal monitoring, evaluations and quality assurance regimes
- provision to support mature and work-based candidates. Centres should highlight the nature of the support that will be offered to these candidates

### **8.10 Staff Development Policy**

Centres must provide a statement regarding their staff development policy and this should include the arrangements for the updating of professional experience. Evidence of internal review/audit arrangements that demonstrate the quality assurance procedures for the organisation with regard to staffing should also be provided.

### **Part 9: Quality Assurance**

Please give details of recent Quality Assurance initiatives and audits that have taken place. Supporting evidence must be provided with the application to meet the following criteria:

- Inspection visit dates should be given where auditing has already taken place by another agency. Details of quality assurance systems should be outlined and/or attached for information
- Centres and Satellite Centres must have a process in place to ensure that any actions identified during monitoring visits will be carried out and the appropriate corrective measures will be taken within the agreed timescales
- the Centre has clearly stated aims, policies and procedures in relation to becoming an Institute of Hospitality Approved Centre which are supported by Senior Management
- the roles, responsibilities and accountabilities of the Centre Co-ordinator and the assessment team are clearly defined, allocated and understood throughout the Centre

### **Part 10: Fees**

All Centres are required to submit a Centre Registration Fee with their application form and evidence. The form and documentation will be checked for accuracy and completeness by the Institute of Hospitality Awarding Body staff and subject to this being satisfactory the Centre will then be invoiced for the full fee which covers the cost of a visit to the Centre seeking approval by an International External Examiner. On receipt of this fee the application form and evidence will then be submitted to the Qualifications Review Panel and a visit will be arranged to the Centre. Please note that forms will not be submitted to the QRP nor will a visit be arranged until all fees have been paid in full.

Centre Approval is conditional upon an annual satisfactory visit by an International External Examiner and the payment of all fees in full. See Section 5 for full details of the current fees.

**Part 11: Agreement and Signed Declaration**

The application form should be signed and dated by the Head of Centre. The signature will be regarded as agreement to pay all fees associated with Centre Approval. The application cannot be processed unless the form is signed.

---

## Section 5: Centre Visit and Approval Decisions

---

### 5.1 Centre Application

Once a Centre Application has been received an acknowledgement will be issued and all documentation will then be checked for completeness. The documentation will be submitted to the Qualifications Review Panel and subject to their initial approval a visit will be arranged to the Centre by an International External Examiner.

### 5.2 Centre Approval Visit

The International External Examiner will seek information to support the application and to ensure that the Centre can demonstrate that they have the following:

- appropriate management structure and quality assurance procedures
- appropriately qualified staff
- appropriate teaching/training and assessment facilities
- learning support facilities

In all cases International Colleges, Universities and Training Providers will need to provide evidence that they meet the above criteria both at the time of application and during the period of Centre Approval.

The Institute of Hospitality reserves the right to remove Centre Approval at any time from organisations who fail to meet the criteria and standards required by the Institute.

Centre Approval visits will normally last one day but may be extended if Satellite Centres are included in the visit. International External Examiners will be required to complete written reports during the visit and Centres should provide a quiet office or location where this may take place.

Once the visit is concluded the International External Examiner will provide a brief verbal report on the findings of the visit and discuss any recommendations that may be made to the Qualifications Review Panel. Please note that the QRP will make the final decision on the suitability of a Centre to offer Institute of Hospitality awards and/or assessments. A full written report will be provided to the Centre with the approval decision.

### 5.3 Approval Decisions

The Qualifications Review Panel will make one of three decisions on a Centre Approval Application and the Centre will be notified in writing of the outcome as follows:

- **Approved**
- **Approval withheld subject to conditions**
- **Not Approved**

#### **Approved**

The Centre is approved for the delivery of Institute of Hospitality International Qualifications (as specified) and electronic assessments. The Institute of Hospitality may also make recommendations for improvements and these should be implemented according to the timescales given in the report.

A Centre Number will be allocated to the Centre. Centres must record this number on all forms and documentation submitted to the Institute and in all correspondence. Centres will be monitored following approval and may be subject to an annual monitoring visit by an International External Examiner to ensure that quality assurance systems are maintained. The Institute of Hospitality Awarding Body reserves the right to remove Centre Approval at any time from a Centre that does not adhere to the required criteria or from Centres where there are no candidate registrations within the previous twelve months.

### **Approval withheld subject to conditions**

If in the opinion of the Qualifications Review Panel, the Centre is not yet able to meet one or more of the approval criteria the approval will be withheld until such criteria have been met or evidence has been provided. Depending on the nature of the evidence required a follow up visit may be required by an International External Examiner. The Institute of Hospitality Awarding Body reserves the right to implement a fee for this visit if required.

### **Not Approved**

If an application for Centre Approval is not approved **this will mean that a substantial number of the criteria required by the Institute of Hospitality Awarding Body have not been met.** The Qualifications Review Panel may issue guidance on the steps required to gain approval. It is likely that significant development will be required by the Centre before the Centre will meet the criteria.

A Centre has the right to appeal against the decision made by the Panel and the appeals process is outlined in section 7.5.

### **5.4 Further Help and Information**

The Institute of Hospitality Awarding Body will be pleased to assist where possible as you proceed with the Centre Approval application process. Please contact a member of staff by telephone or email. Please note that emails and phone calls are normally acknowledged promptly however on occasions emails may go astray. If you have not heard from us please telephone the Awarding Body to alert us to your communication and we will respond to you in person as quickly as possible.

## Section 6: Centre Approval Fees and Application

The schedule of fees and charges for **2011** are shown in the table below and are reviewed on an annual basis. Fees are paid annually and cover costs incurred by the International External Examiner's visit(s) plus an administration charge.

APPLICATION FEES	COST	COMMENTS
Centre Registration Fee	£100 + VAT as applicable	This is a <b>non-refundable fee</b> that must accompany all applications.
Centre Approval Fee	£500 + VAT as applicable	This is an annual fee which must be paid in full each year.
Centre Approval Visit Fee	To be advised	Depending on the distance travelled and local reasonable accommodation costs.

**Please note:** A Centre Approval Visit will not be arranged until all fees have been paid in full. Centres seeking approval must submit their application electronically and a hard copy of the application form must also be sent by post.

### Electronic Submission of the Application

Centres should follow all the guidelines set out in **Section 4: Application Criteria**. The completed Application Form should be returned to the Institute of Hospitality by e-mail together with the supporting documentation which should be presented in an electronic zipped folder.

Please ensure that your submission includes all the information requested by the Institute of Hospitality Awarding Body. Failure to do so could delay the proposed starting date for the programme.

The submission documents should be sent electronically wherever possible (by zipped attachment) and the appropriate information clearly identified by the relevant point and page number on the Application Form.

### Application Hard Copy

In addition to the electronic application submission **ONE copy of the Application Form must be sent to the Institute by recorded delivery post**. The hard copy application form must be signed by a person in a position of authority and this will normally be the Principal / Head of Department / Director / Personnel and Training Director of the Centre applying to offer the approval. By signing the application form the Centre has agreed to satisfy all the requirements of the programme to be offered in all respects.

This copy should be accompanied by the Centre Registration Fee; alternatively an invoice may be requested.

## Section 7: Non Compliance

---

### 7.1 Withdrawal of Approval

Centre approval may be withdrawn at any time if a Centre does not comply with the terms of the agreement with the Institute of Hospitality Awarding Body, with the Approval Criteria or with the policies, rules and regulations of the Institute. Where Centre or qualification approval is withdrawn, the Centre will be given a reasonable period of notice within which to comply (usually 3 months).

Centre approval may be withdrawn at any time (subject to discussion regarding the satisfactory resolution of the problem) if:

- Payment is not received in accordance with our payment terms
- The Centre (or Satellite Centre) is wound up or goes into liquidation
- There is a change in the ownership or control of the Centre

### 7.2 Suspension of Approval

The Institute of Hospitality Awarding Body may suspend approval for a Centre to offer its qualifications for a specified period of time or indefinitely. This may be so that a period of time is available to enable a problem to be remedied and prior to Withdrawal of Approval being implemented.

### 7.3 Sanctions for Non-Compliance

Sanctions for non-compliance will be determined by the Qualifications Review Panel for the Institute of Hospitality Awarding Body. Sanctions may include advisory warnings, suspension or withdrawal of approval. Each case will be considered individually and a satisfactory solution for both parties will be sought.

### 7.4 Malpractice from Institute of Hospitality Approved Centres

Centres where malpractice occurs as defined in the *Institute of Hospitality Malpractice Procedures* may, at the discretion of the QRP and having regard to all the circumstances, have their approval withdrawn. In such cases the Institute of Hospitality will try where possible to make arrangements for candidates currently registered on a programme to transfer to an alternative Centre for their remaining assessments. Full details can be found in the following Awarding Body policy document: **Institute of Hospitality Malpractice Procedures** which can be downloaded from our website or obtained directly from the Institute of Hospitality.

### 7.5 Appeals against the Institute of Hospitality Awarding Body

Occasionally, a Centre may wish to appeal against Institute of Hospitality Awarding Body decisions which affect them e.g. the decision to withdraw Centre Approval. In this event, the Institute of Hospitality will accept an appeal in writing from the Head of Centre and will respond according to the time frame set out for the Appeals Panel. Full details can be found in the following Awarding Body Policy Document: **Enquiries and Appeals Policy and Procedures** which can be downloaded from our website or obtained directly from the Institute of Hospitality.