

**INSTITUTE OF HOSPITALITY  
AWARDING BODY**

**CENTRE APPROVAL GUIDELINES  
FOR  
UK TRAINING PROVIDERS  
AND EMPLOYERS**

**Doc No: IOH\_CA004**

## Preface

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### Institute of Hospitality

The Institute of Hospitality represents professional managers in the hospitality, leisure and tourism (HLT) industries and has a worldwide membership. The Institute of Hospitality 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”

The Institute of Hospitality is an awarding body regulated and accredited in England, Wales and Northern Ireland by:

Office of the Qualifications and Examinations Regulator (Ofqual)  
Department for Education and Skills (DfES)  
Council for the Curriculum, Examinations and Assessment (CCEA) Ireland

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### Please note:

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

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## Definitions and Terms

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**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/or assessments.

**Assessment:** The process through which evidence of a candidate's attainment is evaluated against agreed criteria to provide the evidence for a qualification. Institute of Hospitality Awarding Body assessments (examinations) are normally delivered as electronic assessments (e-assessment) but may also be delivered as paper-based assessments as a special adjustment.

**Awarding Body (or Organisation):** An organisation, such as the Institute of Hospitality, that offers recognised qualifications, designs qualifications and assessments and ensures that quality assurance systems are in place for them. An awarding body or organisation issues certificates or credit certificates to candidates achieving the requirements of a qualification.

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

**Centre Co-ordinator / Principal Contact:** 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.

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

**External Examiners Committee:** A specially convened group of specialists who moderate and review the examinations of the Institute of Hospitality Awarding Body.

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

**Qualification:** An official record of achievement awarded on the successful completion of a course of training or passing an examination or assessment.

**Qualifications Review Panel (QRP):** The panel of academic specialists who will make the judgements and recommendations for the granting of awards and qualifications and who will review and recommend the development of new and existing awards and qualifications.

### **Regulatory Authorities:**

Ofqual: Office of the Qualifications and Examinations Regulator in England

DfES: Department for Education and Skills in Wales

CCEA: Council for the Curriculum, Examinations and Assessment in Northern Ireland

SQA: Scottish Qualifications Authority

## **Section 1: Introduction**

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### **1.1 Introduction**

This guide contains notes for the guidance of UK Training Providers and Employers, on the procedures for applying for approval to deliver Institute of Hospitality awards, qualifications and assessments.

The Institute of Hospitality offers Centre Approval (delivery of qualifications and assessments) to UK Training Providers and Employers that meet the criteria given in these guidelines and subject to a successful Centre Approval Visit.

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.

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, re-approval may then be granted for a period of three years subject to all annual monitoring requirements being met.

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

In this guide the word 'Centre' is used to describe a Training Provider or Employer accountable to an awarding body for the training delivery and assessment arrangements leading to a qualification.

In order to obtain Centre Approval a Training Provider or Employer must be able to demonstrate that they have the following in place:

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

In all cases Training Providers and Employer 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. Please refer to Section 7 for further details.

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

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

- Institute of Hospitality Regulations for Awards and Qualifications (IOH\_AB008)
- Institute of Hospitality UK Qualifications Handbook (IOH\_CA001)

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 Policy and Procedures (IOH\_AB003)
- Diversity and Equality Policy (IOH\_AB004)
- Malpractice Procedures (IOH\_AB005)
- Position Statement on the use of Welsh and Irish (IOH\_AB006)
- Reasonable Adjustments and Special Considerations (IOH\_AB007)
- Regulations for Awards and Qualifications (IOH\_AB008)

### **1.4 Institute of Hospitality Membership**

The Institute of Hospitality encourages Training Providers and Employers to promote membership of the Institute to all learners undertaking Institute of Hospitality qualifications. Membership of the Institute allows all learners 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 and Enquiry Services.

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

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### **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 is recognised by the Quality Assurance Agency for Higher Education in the United Kingdom as a benchmarking organisation for Hospitality, and related, subject standards and by People 1<sup>st</sup> the Hospitality, Leisure, Travel and Tourism Industry Sector Skills Council, as an awarding body for the Hospitality, Leisure and Tourism industries.

The Institute of Hospitality is an awarding body regulated and accredited in England, Wales and Northern Ireland by the Regulatory Authorities:

- Office of the Qualifications and Examinations Regulator (Ofqual)
- Department for Education and Skills (DfES)
- Council for the Curriculum Examinations and Assessment (CCEA)

The Institute of Hospitality has the authority to award a range of professional, vocational and academic qualifications. The Institute has awarded qualifications since its inception and following the development of the Professional Certificate and Professional Diploma qualifications in 1990, the Institute began the process of Accrediting programmes of study using the criteria established by its own industry-based professional qualifications.

Institute of Hospitality 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, sector skills councils 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 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 seeks advice from the External Examiner appointed to the particular Centre. 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 Services.

The QRP appoints External Examiners who have the 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.

### **2.5 External Examiners Committee**

The External Examiners Committee (EEC) is appointed by the QRP and consists of a Chair and not less than three Examiners appointed for their academic expertise and experience as examiners. Each External Examiner may specialise in one or more sets of Institute of Hospitality qualifications and each will report to the QRP.

The Chair of the External Examiners Committee (Chair EEC) will consider the application and assign an External Examiner to carry out an approval visit and report findings to the QRP with any recommendations. The Institute will invoice the Centre for the appropriate Approval Visit Fee.

The EEC has the responsibility for the approval of the assessments, the routine monitoring of results and for the preparation of reports on candidate performance as required by the QRP for each qualification or set of awards within its remit.

External Examiners will also act as the initial 'Point of Contact' to the Centres to which they are assigned and will be able to offer advice on improving resources, training and quality standards.

Following a Centre visit, a Centre Report will be issued containing recommendations which must be implemented as required. (See 3.7: External Examiner's Visit).

## **Section 3: Centre Approval Applications**

### **3.1 Centre Approval**

The Institute of Hospitality offers Centre Approval (delivery of qualifications and assessments) to UK Training Providers and Employers that meet the criteria given in these guidelines and subject to a successful Centre Approval Visit.

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.

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 in the UK which may offer the programme. There is no requirement for each UK Satellite Centre to submit an application as the main Centre must assume responsibility for 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.

### **3.3 Examinations Office and Assessment Centres**

Assessment for Institute of Hospitality qualifications is through e-assessment and Centres offering e-assessment must satisfy the Institute of Hospitality that the facilities available are fit for purpose and offer a secure testing environment. A nominated individual (normally from the Examinations Office or from the Department) is required to oversee the electronic assessments within each approved Centre.

All approved Centres must meet the criteria outlined in the following policy document:

- e-Assessment Guidelines and Regulations (IOH\_AB002)

In particular, Centres should note the following demonstrable 'critical success factors' outlined by Ofqual:

- "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.
- A degree of flexibility needs to be maintained so that these processes and skills are able to evolve in response to technological improvements."

### 3.4 Application Process

Centres seeking Institute of Hospitality approval 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 and centre approval documentation
2	Centre submits Application Form for Centre Approval with supporting documentation and the Centre Registration Fee (or requests an invoice)	4 weeks	Initial check of documentation received. If complete, forwarded to the Chair of the EEC who considers the application. Invoice raised for the Annual Approval Fee <b>OR</b> If incomplete Centre is requested to provide additional information
3	Centre is assigned an External Examiner who will advise the QRP with any recommendations and arrange a Centre visit either before approval (in the case of Centres previously not approved by the Institute of Hospitality) or following approval (in the case of Centres previously approved by the Institute).	6 weeks	QRP considers the application. Centre is informed of the QRP decision and of any conditions and special comments. 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> </ul>

			<ul style="list-style-type: none"> <li>Request additional information, revisions or amendments to be submitted</li> <li>Request a visit by an External Examiner prior to approval</li> </ul>
<b>4</b>	Successful Centre receives a unique Institute of Hospitality Centre Number and an Approved Centre Certificate	6/8 weeks	<ul style="list-style-type: none"> <li>Centre notifies Institute of start date for offering qualification(s)</li> </ul>
<b>5</b>	If a Centre is unsuccessful, a resubmission can be made subject to the recommendations of the Qualifications Review Panel being met		

### 3.6 External Examiners

Each approved Institute of Hospitality Centre is allocated an 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 national standards and all relevant guidelines and regulations produced by the Institute of Hospitality Awarding Body. The 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. A Centre visit is made at least once a year. Following a Centre 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.

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.

### 3.7 External Examiner's Visit

Centres will be assigned an External Examiner who will advise the QRP with any recommendations on the application made. A Centre visit will be arranged to verify the details contained in the application. In the case of Centres previously approved by the Institute this will be arranged between the External Examiner and the Programme Manager; in the case of Centres not previously approved by the Institute of Hospitality this may be required before approval can be granted, subject to the evidence presented in the application.

Centre Visits normally take approximately half a day. During the visit the 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.

### 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 Awarding Bodies**

If a Centre has already been approved by another recognised UK Awarding Body<sup>1</sup>, there may be fewer formalities required to complete the application for approval. The Centre will need to ensure that the criteria are met as they may be audited. For a list of recognised UK Awarding Bodies<sup>1</sup> please refer to:  
<http://register.ofqual.gov.uk/>

If for any reason previous approval has been refused by another recognised UK Awarding Body, 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 for a period of three years subject to receiving payment of the Annual Approval Fee to cover the External Examiner's visit(s). 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 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

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<sup>1</sup> A recognised Awarding body is one which complies with the criteria of the recognition process of the Regulatory Authorities.

## Section 4: Application Criteria

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

### Part 1a: Centre Approval Application

Details of the name of the Centre making the application and confirmation of the Institute of Hospitality Management Qualifications for which the Centre is seeking 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: (QCF Level 2, Scotland Level 5)

- Diploma in Hospitality and Tourism Operations (QCF: 501/1406/2)

#### Intermediate Level: (QCF Level 3, Scotland Level 7)

- Diploma in Hospitality and Tourism Management (QCF: 501/1407/4)

#### Advanced Level: (QCF Level 4, Scotland Level 8)

- Diploma in Advanced Hospitality and Tourism Management (QCF: 501/1429/3)

#### Intermediate Level: Specialist Certificates (QCF Level 3, Scotland Level 7):

- Certificate in Business Management for Hospitality and Tourism (QCF: 501/1884/5)
- Certificate in Marketing and Sales for Hospitality and Tourism (QCF: 501/1460/8)
- Certificate in Consumer Management for Hospitality and Tourism (QCF: 501/1461/X)
- Certificate in Finance and Business Planning for Hospitality and Tourism (QCF: 501/2259/9)
- Certificate in Human Resources Management for Hospitality and Tourism (QCF: 501/1542/X)
- Certificate in Legislative Management for Hospitality and Tourism (QCF: 501/1543/1)
- Certificate in Professional Development for Hospitality and Tourism (QCF: 501/1545/5)

### 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: Centre Information

- Centre name and full contact details.
- Registered company number and registered charity number, where applicable.
- Details of any other approval by a recognised UK Awarding Body<sup>1</sup> and provide Centre Number. If for any reason previous approval has been refused, please state the name of the Awarding Body and briefly the reason for and date of refusal. If previously refused by another recognised UK Awarding Body<sup>1</sup>, 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 will seek information about the Centre's financial viability from the Centre's bank. Please complete the confidential **Financial Status Enquiry Form** attached to the application form.

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

- Details of all Satellite Centres where applicable.

### **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
- providing the Unique Learner Number and learner record for each candidate
- ensuring candidates are registered for the appropriate units for their qualifications in accordance with the timescales required by the Institute
- maintaining candidate records and tracking the progress of candidates towards their target award
- ensuring that appropriate certificates are requested
- requesting access to records of learners' previous achievements to ensure opportunities for credit transfer and exemption are maximised
- ensuring that candidates have consented to providing personal data to the Institute of Hospitality Awarding Body for registration purposes under the terms of the Data Protection Act (1998)
- 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 4c: Assessment, Credits and Exemptions and Equivalent Units**

Centres must confirm that they have the staff, resources and systems necessary to support the assessment of units and the award, accumulation and transfer of credits and the recording of exemptions. Further information on units, awards and qualifications within the Qualifications and Credit Framework in England, Wales and Northern Ireland can be found at: <http://www.qcda.gov.uk/qualifications/60.aspx>. Further information on Institute of Hospitality assessment, credits and exemptions and equivalent units can be found in the following document:

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

### **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 Primary 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 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 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.

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, Leisure 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 Centre's 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 assessments 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**

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 include 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 through Institute of Hospitality membership
- 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 candidates to become members of the Institute. This will enable them to access the electronic books and journals in support of the qualifications and Institute of Hospitality Information Services.

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

Supporting evidence must be provided 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 Policy**

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. As required under the Data Protection Act 1998 (the Act), when collecting personal data from data subjects, Centres must ensure that they are aware of their legal obligations and that the relevant data protection notices are accurate and compliant with the terms of the Act. 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 Policy for 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 Policy**

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
- provisions 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**

A statement regarding the staff development policy of the Centre including arrangements for the updating of professional experience is required. Evidence of internal review/audit arrangements that demonstrate the quality assurance procedures for the organisation with regard to staffing should be submitted.

## **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 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 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 until all fees have been paid in full.

Centre Approval is conditional upon an annual satisfactory visit by an External Examiner and the payment of all fees in full. See Section 6 for current fees.

### **Part 11: Agreement and Signed Declaration**

The application form should be signed and dated by the Head of Centre or the Centre Co-ordinator. 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 External Examiner.

### 5.2 Centre Visit

The External Examiner will seek information to support the application and to ensure that the Training Provider or Employer can demonstrate that they have the following:

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

In all cases UK Training Providers or Employers 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 no longer than one day. 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 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 UK 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 will be subject to an annual re-approval visit by an 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 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 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 e-mails and phone calls are normally acknowledged promptly however on occasions e-mails 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 External Examiner's visit(s), plus an administration charge.

APPLICATION FEES	COST	COMMENTS
Pre-approval Advisory Visit	£125 £250 + VAT as applicable	Half day visit Full day visit
Centre Registration Fee	£100 + VAT as applicable	This fee is <b>non-refundable</b> and must accompany all applications.
Annual Approval Fee	£500 + VAT as applicable	This fee is due on an annual basis and ensures continuity of approved centre status.

Please note: Centre Approval will not be granted 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.

### Joint Applications

In the case of joint applications a letter on Centre headed paper will be required confirming that the application has been agreed between the two parties.

## 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 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 (IOH\_AB005)**

which can be downloaded from the Institute's 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 (IOH\_AB003)**

which can be downloaded from the Institute's website or obtained directly from the Institute of Hospitality.