



## **STEPS-TO-A-SMOOTH NVQ CENTRE APPROVAL**

## TABLE CONTENTS

Cover Page .....	1
Table of Contents .....	2
Steps-To-A Smooth NVQ Centre Approval Visit .....	3
NVQ Centre Approval Application Form .....	5
NVQ Centre Approval Criteria .....	10
Code of Practice for NVQ Centres .....	12
Code of Conduct for NVQ Centres .....	15
Data Requirements .....	16
Centre Agreement .....	17



NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)  
NATIONAL VOCATIONAL QUALIFICATIONS (NVQ) AWARDING ORGANISATION

**NABTEB/NVQ/001**

**STEPS-TO-A SMOOTH NVQ CENTRE APPROVAL VISIT**

The purpose of this document is to acquaint any centre with the simple step-by-step procedure for NABTEB approval visit.

**STEP ONE:**

Apply to become a NABTEB approved centre.

Download the application form (NABTEB/NVQ/002) for centre approval from NABTEB website including NABTEB Approval Criteria Form (NABTEB/NVQ/005).

**STEP TWO:**

Acquaint with the details in these forms and complete same accordingly.

**STEP THREE: NABTEB approval criteria**

Appointment of Approval Advisor (AA).

On receipt of the completed application form, an AA will be appointed for the centre. This adviser will contact the centre to arrange an acceptable date for the visit. All your questions will be answered by the AA.

**STEP FOUR:**

Prior to the approval visit.

Acquaint yourself with the detailed requirements in the approval criteria including the necessary resources appropriate to the qualification. Develop a checklist for verification. If there is any change in date scheduled for the approval visit, get in touch with your AA on time.

**STEP FIVE:**

The approval visit.

Evidence to prove that all the requirements are being met must be provided for the AA, including the checklist where the centre has other satellite centres that will be involved in the delivery of the qualifications, ensure that all evidence are in place for all centre.

STEP SIX:

AA visit report.

A detailed feedback report will be submitted to NABTEB by the AA on the outcome of the visitation. It is expected that the AA must have discussed the outcome in detail with the centre management.

STEP SEVEN:

Further action plan.

If the initial visits outcome did not give the expected approval, the AA will develop a further action plan highlighting all that are necessary to be done in order to meet the criteria. AA and the centre will now determine the need for a scheduled visit.

STEP EIGHT:

Centre is approved.

Once the centre is approved, NABTEB will issue an approved centre certificate and other helpful information.

STEP NINE:

Center Support Assistant (CSA)

Centre Support Assistant will be appointed by NABTEB to attend to all your centres' queries.



NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)  
NATIONAL VOCATIONAL QUALIFICATIONS (NVQ) AWARDING ORGANISATION

**NABTEB/NVQ/002**

**NVQ CENTRE APPROVAL APPLICATION FORM**

Please use this form to request for the delivery and approval for NVQ in your centre. Please ensure you read the guidelines for the approval before completing this form.

**Guidelines**

1. Note that inspection visit prior to approval being granted will require the centre to pay the appropriate fee.
2. The centre and qualification approval will lapse if there is no activity within three years of approval being granted.
3. Inaccurate information supplied may lead to the withdrawal of already granted approval.
4. Provide an accessible credit checking process.

**Section 1**

This is to be completed by the Principal or Chief Executive or Head of Centre that is to be contacted regarding any queries on this application.

1. Centre Name: \_\_\_\_\_
2. Centre Number (if known): \_\_\_\_\_
3. Centre Address (Location): \_\_\_\_\_
4. Telephone No. & E-mail address (for correspondence): \_\_\_\_\_
5. Name of Head of Centre: \_\_\_\_\_
6. Name of Centre Coordinator: \_\_\_\_\_
7. Head of Parent Organization details (if institution is a multi-campus college or centre, please provide the name and location address of the Head of the Headquarters): \_\_\_\_\_  
\_\_\_\_\_

**Section 2**

1. THE CENTRE (tick as appropriate)

- Secondary School ( ) College/Inst of Higher Education ( ) University ( )  
 Adult Educ Centre ( ) Independent Sec. ( ) School Polytechnic ( )  
 Monotechnic ( ) Special Education ( ) Prison Service ( )  
 Industrial/Commercial Organization ( ) Vocational Workshop ( )  
 Vocational Apprenticeship Scheme ( ) Others ( ) Please Specify:.....

2. Additional Venues: (State address & please note that inspection visit to more than one centre will attract the appropriate fee per centre)

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_

3. Other Approvals (if your centre is approved by other awarding organization, please indicate name)

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_

**Section 3**

State, in clear terms, the type of qualification you intend to deliver at the centre

( include Code and Title)

Code	Qualification Title and Level	Proposed Start Date	Average Number of Candidates Per Annum



The centre may apply for appropriate Numbers of NVQ they wish to deliver with appropriate fees.

#### **Section 4**

##### DECLARATION

This declaration is to be signed by the Chief Executive or Centre Manager, or Principal or Head of Centre as his designation will be responsible for the Quality Assurance and regulatory requirement.

I confirm that the organization for which we request approval:

1. has the necessary financial, technical, management resources to deliver NABTEB NVQ.
2. will adhere to NABTEB's terms of business.
3. will use buildings/facilities for assessment purposes that permit access for all candidates in accordance with relevant legislations
4. will cooperate with NABTEB's monitoring activities
5. ensure that there is consistency of the:
  - i. Tracking of learners' progress and transmission of assessment outcome.
  - ii. Standards and the security of assessment records.
  - iii. Recording of accumulation and transfer of credits and exemptions
6. has policies and practices that support equality of opportunity.
7. will support candidates in the event of centre closure.



8. has Quality Assurance and management processes that apply across all satellite centres.
9. has arrangements in place to:
  - i. obtain on behalf of its learners, a unique learner number (ULN) and a learner record.
  - ii. use the record of the learners' previous achievements to obtain credit transfer and exemption where necessary.
  - iii. assist its learners secure Workplace for on-the-job- assessment.
10. Where a partnership arrangement exists, the respective roles are documented and made available to NABTEB.

I confirm that the information supplied to NABTEB in connection to this application is true, complete and accurate and that I am authorized to register this application as an NVQ assessment centre with NABTEB.

I confirm that I have read and agreed with NABTEB's terms of business.

I understand and accept that NABTEB retains to itself the interpretation of the conditions of the centre's registration as an assessment centre in any dispute and reserves the right to withdraw approval in the event of our failure to comply with these conditions.

Signature..... Date:.....



NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)

NATIONAL VOCATIONAL QUALIFICATIONS (NVQ) AWARDING ORGANISATION

**NABTEB/NVQ/005**

**NVQ CENTRE APPROVAL CRITERIA**

S/N	CRITERIA	EVIDENCE
1.	The centre should maintain one centre contact to facilitate quality assurance.	Name and document point to accountability for quality assurance with contact details
2.	The centre can possess and transmit details of assessment outcomes.	Well documented procedures to ensure security in sending and receiving details of results to NABTEB
3.	The centre has the resources, personnel (staff) and systems needed to support: <ul style="list-style-type: none"> <li>the assessment of units.</li> <li>the award, accumulation and transfer of credits.</li> <li>where necessary, the recording of exemptions</li> </ul>	<ul style="list-style-type: none"> <li>Learners/candidates tracking documentation.</li> <li>Updated CVs and original certificate of the assessment/delivery team.</li> <li>Well outlined induction plans</li> <li>Procedure for recording appeals, exemptions, complaints, malpractice, maladministration, special considerations and plagiarism.</li> <li>Well documented procedure for registering learners within 12 weeks.</li> <li>A Health and Safety Policy and Procedures.</li> <li>An organizational chart.</li> </ul>
4.	The centre documents the respective roles and responsibilities of any partnership arrangement	<ul style="list-style-type: none"> <li>Partner contracts and service agreements.</li> <li>Recorded agreements for roles and responsibilities.</li> </ul>
5.	The centre will put an arrangement in place that allows for the Recognition of Prior Learning (RPL).	<ul style="list-style-type: none"> <li>Learning plans.</li> <li>Assessment Records.</li> <li>Records of learners' tracking systems.</li> </ul>
6.	The centre will put an arrangement in place to track the learner's progress.	<ul style="list-style-type: none"> <li>Learning plans.</li> <li>Learner Induction.</li> <li>Records of initial assessment procedures.</li> </ul>
7.	The centre will put an arrangement in place to access learner records and ascertain previous achievements, to	Any procedures documented for accessing learners' records.

	maximize opportunities for credit transfer/exemption.	
8.	The centre will put an arrangement in place to obtain Unique Learner Number (ULN) and a learner record if required to do so.	Documented procedures in place for obtaining Unique Learning Number (ULN).
9.	The centre will grant NABTEB access to its premises, people and records and will cooperate with any of the allocated activities that are identified during the centre approval process.	Filling and endorsement of the Centre Approval Application declaration.
10.	The centre should declare any withdrawn approval of other awarding institutions.	Endorsement of the Centre Approval Application declaration.



NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)  
NATIONAL VOCATIONAL QUALIFICATIONS (NVQ) AWARDING ORGANIZATION

**NABTEB/NVQ/006**

**CODE OF PRACTICE FOR NVQ CENTRES**

S/N	CRITERIA	POSSIBLE SOURCES OF EVIDENCE
<b>• MANAGEMENT CRITERIA</b>		
1.	The centre's aims and policies in relation to NVQs is understood by the assessment team and supported by Senior Management.	<ul style="list-style-type: none"> <li>• Documented quality procedures.</li> <li>• Progress reports and staff updates.</li> </ul>
2.	The centre's access and fair assessment policy and practice is understood and complied with by assessors and candidates.	<ul style="list-style-type: none"> <li>• Documented policies and procedures.</li> <li>• Access and fair assessment policy review mechanisms.</li> </ul>
3.	The roles, responsibilities, authorities and accountabilities of the assessment and verification team across all assessment sites are clearly defined, allocated and understood	<ul style="list-style-type: none"> <li>• Documented quality assurance procedures.</li> <li>• Documented and signed agreements indicating the lines of accountability of partner organizations in relation to the management of assessment and internal quality assurance.</li> <li>• Records of all assessment sites and personal CVs of the assessment team and internal verifiers.</li> </ul>
4.	There is effective communication within the assessment team and with the awarding body.	<ul style="list-style-type: none"> <li>• Staff handbooks and updates.</li> <li>• Minutes of meetings of team.</li> <li>• Records of communication with the awarding body.</li> </ul>
5.	Awarding body are notified of any changes that may affect the centre's ability to meet the centre approval requirements.	<ul style="list-style-type: none"> <li>• Notification of changes to the assessment and verification team.</li> <li>• Notification of changes to resources.</li> </ul>
6.	Assessors and verifiers have sufficient time, resources and authority to perform their roles and responsibilities effectively.	<ul style="list-style-type: none"> <li>• Oral confirmation from assessors/verifiers</li> <li>• A record of assessor/candidate allocation</li> <li>• Candidate/assessor ratios and time allocation.</li> </ul>
7.	Information supplied by the centre to the awarding body for the purposes of registration and certification is complete and accurate.	<ul style="list-style-type: none"> <li>• Records of candidates' registration details.</li> </ul>
8.	Queries about the qualification specification, assessment guidance or related awarding body material are resolved and recorded.	<ul style="list-style-type: none"> <li>• Records of queries raised with awarding body.</li> <li>• Records/minutes of queries raised with the internal verifier.</li> </ul>
9.	Candidates records and details of achievements are accurate, kept up-to-date	<ul style="list-style-type: none"> <li>• Security and access arrangements</li> <li>• Candidates assessment records</li> </ul>

	securely stored in line with awarding body requirements, and available for external verification and auditing.	<ul style="list-style-type: none"> <li>Evidence files/portfolios</li> <li>Candidates' registration details</li> </ul>
10.	Requests are complied with for access to premises, records, information, candidates and staff for the purpose of external verification	<ul style="list-style-type: none"> <li>Data and information management system</li> <li>Assessment and internal verification records</li> <li>Candidates' tracking system</li> </ul>
<b>B. RESOURCES AVAILABLE</b>		
1.	There are sufficient competent and qualified assessors and internal verifiers to meet the demands for assessment and verification activities	<ul style="list-style-type: none"> <li>CPD plans for the assessment team</li> <li>List of qualified assessors and internal verifiers</li> <li>Assessor/candidate ratio</li> </ul>
2.	Staff development programme is established for the assessment and verification team in line with identified needs	<ul style="list-style-type: none"> <li>Materials on staff induction and guidance .</li> <li>Action plans to acquire the relevant qualifications</li> <li>Minutes of meetings, briefings and updates</li> <li>Records of individual development plans</li> </ul>
3.	Resource needs are accurately identified in relation to the specific award and resources	<ul style="list-style-type: none"> <li>Records of resources available</li> <li>Evidence of additional resources obtained</li> </ul>
4.	Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant health and safety acts	<ul style="list-style-type: none"> <li>Public employee liability certificates</li> <li>Health and safety policies</li> <li>Maintenance schedules</li> <li>Records of equipment and accommodation</li> </ul>
<b>C. CANDIDATE SUPPORT</b>		
1.	Information, advice and guidance about qualification procedures and practice are provided to candidates and prospective candidates.	<ul style="list-style-type: none"> <li>Oral interview of candidates</li> <li>Details of available support services</li> <li>Candidate guidance and induction materials</li> <li>Appeal procedures</li> </ul>
2.	Candidates' development needs are matched against the requirements of the award and individual assessment plan is established.	<ul style="list-style-type: none"> <li>Learner/Trainee contracts</li> <li>Candidate initial assessment procedures</li> <li>Candidate assessment plans</li> </ul>
3.	Candidates have regular opportunities to review their progress and goals and revise their assessment plan	<ul style="list-style-type: none"> <li>Candidate assessment plan</li> <li>Review meetings</li> <li>Revised assessment plans</li> </ul>
4.	Access to assessment is encouraged through the use of a range of valid assessment methods	<ul style="list-style-type: none"> <li>Assessment plans and candidate assessment records</li> <li>Provision for candidates with particular assessment requirements</li> </ul>
5.	Particular assessment requirements of candidates are identified and met where possible.	<ul style="list-style-type: none"> <li>Materials/equipment/facilities to support candidates with particular requirements.</li> </ul>
6.	There is an established appeals procedure that is documented and made available to all candidates.	<ul style="list-style-type: none"> <li>Documented appeals procedure including details of ground for appeal and timescales</li> <li>Records of appeals made and their outcomes.</li> </ul>
7.	Unit certification is made available to candidates	<ul style="list-style-type: none"> <li>Records of units registered/claimed/awarded</li> <li>Induction materials.</li> </ul>
<b>D. ASSESSMENT AND VERIFICATION</b>		
1.	Internal verification procedures and	<ul style="list-style-type: none"> <li>Assessor networking opportunities</li> </ul>

	activities are clearly documented, consistent with national requirements and ensure the quality and consistency of assessment.	<ul style="list-style-type: none"> <li>• Internal verification plans and reports</li> <li>• Records of assessment team meetings</li> <li>• Sampling strategy and schedule of activity</li> </ul>
2.	Assessment decisions and practices are regularly sampled and findings are acted upon to ensure consistency and fairness	<ul style="list-style-type: none"> <li>• Records of networking/standardization events</li> <li>• Minutes of meetings of assessment team</li> <li>• Sampled assessments (observation, candidates portfolios, knowledge evidence etc.)</li> <li>• Internal verification plans and records of internal verification activities</li> </ul>
3.	Records of internal verification activity are maintained in line with awarding body's requirements and made available for the purposes of auditing	<ul style="list-style-type: none"> <li>• Internal verification plan and sampling records.</li> <li>• Minutes of meetings of assessment team.</li> </ul>
4.	The effectiveness of the internal verification strategy is reviewed against national requirements and corrective measures are implemented.	<ul style="list-style-type: none"> <li>• Record of corrective actions taken</li> <li>• Internal reviews of sampling strategies</li> <li>• External verifier reports</li> </ul>
5.	Assessment is conducted by qualified and occupationally competent staff	<ul style="list-style-type: none"> <li>• Resume of the assessment team</li> <li>• Endorsed assessment decisions of unqualified assessors.</li> </ul>
6.	Internal verification is conducted by appropriately qualified and experienced staff.	<ul style="list-style-type: none"> <li>• Resume of Internal verifier</li> <li>• Endorsed internal verification decisions of unqualified assessors.</li> </ul>
<b>E. RECORD</b>		
1.	The centre's achievements are monitored and reviewed and used to inform future centre qualification developmental activity.	<ul style="list-style-type: none"> <li>• Internal Audit /Self assessment records</li> <li>• Records of findings against the approval requirements</li> <li>• Evidence of corrective actions taken/implemented</li> </ul>
2.	Candidate, employer and other feedback are used to evaluate the quality and effectiveness of qualification provision against the centre's stated aims and policies, leading to continuous improvement.	<ul style="list-style-type: none"> <li>• Customer service statements</li> <li>• Evaluation forms/surveys</li> </ul>
3.	Actions identified by external verification visits are disseminated to appropriate staff and corrective measures are implemented	<ul style="list-style-type: none"> <li>• External verifier report circulated to the assessment team and senior management</li> <li>• Action plans</li> </ul>
4.	Information and recording systems enable candidates' achievements to be monitored and reviewed in relation to the centre's equal opportunities policy.	<ul style="list-style-type: none"> <li>• Achievement records in relation to the access and fair assessment policy.</li> <li>• Statistical information on achievement and certification rates analyzed by factors such as ethnic origin, disability and gender</li> </ul>



NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)  
NATIONAL VOCATIONAL QUALIFICATIONS AWARDING ORGANIZATION

**NABTEB/NVQ/007**

### **CODE OF CONDUCT FOR NVQ CENTRES**

NABTEB is committed to a vision in a changing national and global economies with a set of values in all its dealings with centres and quality assurance to achieve the service standards it has set for itself.

With this vision in mind, NABTEB expects its quality assurance teams to:

1. establish and maintain a professional work environment
2. uphold this code of conduct

NABTEB expects the centres to;

1. Be professional in all communications
2. Apply this code of conduct in all their dealings with the quality assurance teams and external verifiers to:
  - a. enable them carry out their activities openly and honestly
  - b. work with them to minimize disruption and bureaucracy.
  - c. respect their right to observe practice and quality assure assessment, and to talk to staff and learners as at when they need to.
  - d. provide timely evidence that will enable them to report honestly, firmly and accurately on your centre's assessment and quality assurance provision
  - e. take all reasonable steps to ensure safety on duty.
  - f. raise any concerns about their activities with them promptly and appropriately.
  - g. maintain positive relations and a purposeful dialogue with them.

This code of conduct must be strictly followed otherwise it will adversely affect your centre monitoring rating and centre support status.



NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)  
National Vocational Qualifications (NVQ) AWARDING ORGANIZATION

**NABTEB/NVQ/008**

**DATA REQUIREMENTS**

NABTEB will provide centres with instructions and guidance on record keeping. Instructions will specify the minimum information required to track learner's progress and to allow for the independent authentication. This may include:

1. List of all learners registered for each qualification offered, including;
  - i. Learner's name
  - ii. Date of birth
  - iii. Contact address
  - iv. Workplace address and contact details
  - v. Assessor(s) name(s)
  - vi. Internal verifier(s) name(s)
  - vii. Date of registration with the awarding body (NABTEB)
2. Learner assessment records detailing;
  - i. Who assessed what and when
  - ii. The assessment decision
  - iii. The assessment methods used for each unit/component
  - iv. The location of the supporting evidence
3. Records of internal verification activity detailing:
  - i. Who verified what and when
  - ii. Details of the sample selected and its rationale
  - iii. Internal verifier standardization meetings
  - iv. Assessor support meetings
  - v. Assessor and verifier competence and the monitoring of assessor/internal verifier progress towards achievement of required qualifications.
4. Requirements for the retention of learner evidence
5. Records of certificates claimed – including unit certificates – who claimed them and when.

NABTEB will require centres to retain these records for a minimum of three years in of case any issues arising from external verification or appeals. Such records must be made available to the regulatory authorities upon request.





NATIONAL BUSINESS AND TECHNICAL EXAMINATIONS BOARD (NABTEB)  
NATIONAL VOCATIONAL QUALIFICATIONS (NVQ) AWARDING ORGANISATION

**NABTEB/NVQ/009**

## CENTRE AGREEMENT

DATE:

PARTIES:

1. NABTEB whose registered address is No. 1 Ikpoba Hill, P. M.B. 1747, Benin City, Edo State, Nigeria.

AND

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. DURATION:

This agreement remains valid from the date of agreement above and will remain in place while the centre is delivering NABTEB Qualifications or until terminated in line with the termination clause in the agreement.

4. PURPOSE:

The purpose of this agreement is to clearly specify the role and responsibilities of a centre in its dealings with NABTEB as a regulated awarding organization and vice visa. By signing this agreement the centre confirms its understanding of the agreement and agrees to adhere to the requirements herein. The terms specified in this agreement will be referred to where there is any dispute or disagreement relating to the role and responsibilities of the centre or the awarding organization.

5. INTERPRETATIONS:

**Centre** means an organization undertaking the delivery of NABTEB Qualifications

**Awarding Organization** means (NABTEB), an organization recognized by the qualification regulators.

**Regulators** means the qualifications regulators in Nigeria.

**General Conditions of Recognition** means the general conditions of recognition issued by National Board for Technical Education or any subsequent version of this document.

## **6. Points Hereby Agreed**

The Centre hereby agrees that it will:

- **General Conditions of Recognition**

Take all reasonable steps to ensure that NABTEB as a regulated awarding organization is able to comply with the requirements of the general conditions of recognition.

- **Legislation**

- Undertake the delivery of NABTEB qualifications in accordance with all relevant legislations.
- Ensure all accommodation and equipment used for the purpose of qualification delivery and assessment complies with the requirements of Health and Safety Legislation.
- Comply with the requirements of data protection legislation in relation to all learners' data.

- **Centre Workforce**

- Have in place appropriate staff and relevant systems before the qualification(s) is/a re made available to learners.
- Retain a workforce of appropriate size and competence in order to deliver the qualification(s) effectively and efficiently.
- Have sufficient managerial and other resources available in order to deliver the qualification(s) effectively and efficiently.
- Provide staff with appropriate inductions and professional development to ensure staff maintains the relevant expertise and competence to deliver the qualification(s).
- Supply staff CVs and other evidence (i.e original certificates ) to NABTEB in a timely manner upon request.
- Ensure that staff involved with a qualification, understand the relevant specification, policies and procedures supplied by NABTEB.
- Ensure effective internal communication systems are in place to keep all relevant staff informed of current NABTEB policies and procedures.
- Ensure that quality assurance and management processes are in place and that these apply across all satellite locations.

- **Resources**
  - Use premises that allow access for candidates in accordance with relevant equalities legislation.
  - Maintain adequate systems and resources including, where appropriate, equipment, materials and software to support the delivery of the qualification(s).
  - Have appropriate arrangements and agreements in place with any third parties or suppliers who provide goods or services to the centre which contributes to the delivery and/or assessment of the qualification(s).
  
- **Promotional Material**
  - Gain approval from NABTEB for any material used to promote the qualification(s) prior to publication.
  - Adhere to NABTEB guidelines in relation to the use of its logo.
  
- **Learning Materials**
  - Maintain and acknowledge NABTEB copyright throughout all learning materials provided by NBTE.
  - Ensure that copies of learning materials provided by NABTEB are used only for preparation of candidates for the relevant qualification(s).
  - Ensure that NABTEB materials are not placed in electronic form in any place where they can be assessed by an unauthorised person.
  
- **Learner Registration and Certification**
  - Register each learner in line with NABTEB requirements to ensure that each learner is uniquely identified.
  - Register candidates for assessment in an efficient manner following any timescales laid down by NABTEB.
  - Take appropriate and reliable steps to confirm each learner's identity prior to the time of assessment.
  - Have arrangements in place that allow for recognition of prior learning where appropriate.
  - Use the record of a learner's previous achievements to ensure that opportunities for credit transfer and exemption are maximized, where learners' consent is given.
  - Have arrangements in place to obtain on behalf of learners, a unique learner number (ULN) where appropriate and a learner record.

- Take all reasonable steps to guard against fraudulent or mistaken claims for certificates.
- **Assessment**
  - Comply with all requirements specified in the centre handbook in relation to the assessment of the qualification(s).
  - Ensure the security of all assessment materials in respect of storage and the handling process in line with NABTEB requirements.
- **Retention of Records**
  - Maintain all learner records and details of achievement in an accurate, timely and secure manner in line with NABTEB requirements and data protection legislation and make these records available to NABTEB.
  - Take all reasonable steps to comply with requests from NABTEB or regulators for information, data or documents in relation to learner records and details of achievement.
- **Access to premises, People and Records**
  - Provide NABTEB and the regulators, on reasonable notice, usually 7 days, access to premises, people and records as required including satellite sites.
- **Malpractice and Maladministration**
  - Take all reasonable steps to check and prevent incidents of malpractice or maladministration.
  - Promptly notify NABTEB of any incidents of malpractice or maladministration in line with the requirements of NABTEB malpractice and maladministration policy.
  - Take all reasonable steps to investigate any suspected incidents of malpractice or maladministration and rectify any negative impact of these incidents.
  - Have in place robust procedures for investigating incidents of malpractice or maladministration.
  - Develop an action plan for managing and rectifying the negative impact of any incidents of malpractice or maladministration and make this action plan available to NABTEB as required. This plan should also identify any areas of improvement required to ensure the malpractice or maladministration does not occur in the future.
  - Take appropriate and proportionate action against those responsible for the malpractice or maladministration to ensure it does not occur in future.

- Deliver, in full, the actions required to manage and rectify any identified incidents of malpractice or maladministration
- Regularly review procedures for preventing and investigating incidents of malpractice or maladministration and make any improvements necessary to ensure they remain relevant and fit for purpose.
- Provide access to documents, records, data staff, third parties, sub-contractors, learners, satellite centres or any other resource required by NABTEB during an investigation of centre malpractice or maladministration.
- **Monitoring activity and Investigations**
  - Fully cooperate with NABTEB and the regulators in carrying out any reasonable monitoring activities.
  - Agree to the application of NABTEB sanctions policy.
- **Complaints, Results Enquiries and Appeals**
  - Operate a complaint handling process, a result enquiry and appeals process for the benefit of learners.
  - Adhere to NABTEB's result enquiry and appeals policy and provide information and support to enable learners access the result enquiries and appeals process.
- **Management of Third Parties and Sub-contractors**
  - Implement and maintain an effective system for the management of all third party and sub-contracted services and any satellite sites affiliated to the centre and ensure that all policies and requirements referred to in this agreement apply to these third parties and sub-contractors.
  - Ensure that where a partnership arrangement exists, the respective roles and responsibilities are documented and made available to NABTEB as required.
  - Have in place agreements with third parties and sub-contractors to ensure that all policies and requirements referred to in this agreement are enforceable with third parties and sub-contractors.
  - Ensure effective communication systems are in place with third parties and sub-contractors to keep them up-to-date with the requirements of NABTEB and the regulators.

- **Withdrawal of Approval**
  - Co-operate fully with NABTEB in case where NBTE decides to withdraw the centre from its role in delivering a qualification. This cooperation will be provided whether the withdrawal is voluntary or not from the centre's perspective.
  - Adhere to the process specified by NABTEB for the withdrawal of the centre from the delivery of the qualification(s).
  - Take all reasonable steps to protect the interests of learners in the case of such a withdrawal as referred to in point 15.1 above. This will apply whether the withdrawal is voluntary or not from the centre's perspective.
- **Payment**
  - Provide payment to NABTEB in respect of centre and candidate fees in line with NABTEB stated terms and conditions.
- **Awarding Organization's Responsibilities**

NABTEB hereby agrees that it will:

- Set out all the requirements with which the centre must comply in order to continue to deliver the qualifications. These requirements can be found in the centre's handbook.
- Provide effective guidance to the centre in respect of the delivery of qualifications.
- Answer accurately, fully and within a reasonable time any reasonable enquiries received from the centre or its candidates.
- Publish a specification for each of its qualifications
- Publish and make available to the centre, policies in relation to:
  - reasonable adjustments and special consideration.
  - result enquiries and appeals.
  - malpractice and maladministration.
  - complaints.
- Publish and make available to the centre, sanction policy to be applied in the event that the centre fails to comply with requirements.
- Upon request, provide the centre with guidance on how to best prevent, investigate and deal with malpractice or maladministration.

- Specify a process to be followed in any withdrawal of the centre, whether voluntary or not, from its role in delivering a qualification, or from qualification delivery/centre approval in general.
- Take all reasonable steps to protect the interest of learners where the centre withdraws from the delivery of a qualification.
- Comply with the requirements of data protection legislation in relation to all personal data supplied by the centre.

- **Termination**

This agreement can be terminated by either party, in writing, with at least seven days notice.

- **Centre Agreement and Declaration**

I, the undersigned declare that the centre understands that this is an enforceable agreement between the centre and NABTEB. I further understand and agree that this agreement applies for whole period of time during which the centre operates as an approved centre of NABTEB and that NABTEB has the right to issue updates and amendments to the agreement from time to time. I accept that if the centre defaults on the commitments made in this agreement, it may lead to the removal of qualification approval and possible centre recognition status in line with the sanctions policy of NABTEB. I declare that I am authorized by the centre to sign this agreement on behalf of the centre. I agree to act in accordance with the requirements specified in this agreement:

The parties hereto have caused this agreement to be executed on the date of agreement specified above.

Signed for and on behalf of NABTEB:

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE & TIME: \_\_\_\_\_

Signed for and on behalf of the Centre:

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE & TIME: \_\_\_\_\_