



Param Qualifications

Centre Monitoring & Review Policy

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Introduction

Param Qualifications must be confident that every centre approved to deliver its qualifications operates to the highest standards. Centre monitoring and review ensures that assessment and quality assurance practices remain consistent, that learners are protected, and that the integrity of our qualifications is safeguarded. This policy sets out the centre monitoring arrangements of Param Qualifications, ensuring all approved centres are subject to proportionate, fair, and risk-based oversight.

Purpose

The purpose of this policy is to:

- Set out how Param Qualifications monitors and reviews approved centres on an ongoing basis.
- Ensure that all centres continue to meet approval requirements.
- Provide clear escalation routes where issues are identified.
- Demonstrate compliance with Ofqual's General Conditions of Recognition.

Scope

This policy applies to:

- All centres approved to deliver Param Qualifications qualifications.
- Centre staff, including assessors, IQAs, and managers.
- Monitoring activity carried out by Param Qualifications' EQAs, Compliance Team, or Responsible Officer.

Principles

- **Proportionality:** Monitoring intensity reflects the centre's risk profile.
- **Transparency:** Centres are provided with clear feedback and timescales for corrective action.
- **Fairness:** All centres are reviewed against the same criteria.
- **Continuous Improvement:** Monitoring is intended to support development, not just identify failings.
- **Learner Protection:** The welfare and fair treatment of learners is central to all review activity.

Monitoring Activities

Centres may be subject to one or more of the following activities:

- **Annual Centre Review:** A structured review of the centre's operations, staffing, learner support, and quality assurance.
- **Risk-Based Audits:** Additional monitoring where risks are identified (e.g., high volumes, past non-compliance, conflicts of interest).
- **Thematic Reviews:** Focused reviews on specific areas such as safeguarding, assessment feedback, or CPD.
- **Spot Checks:** Unannounced or short-notice visits where concerns are raised.

Evidence Collected

During monitoring, Param Qualifications may review:

- Learner records, assessment decisions, and IQA sampling.
- Centre policies and procedures (e.g., safeguarding, malpractice, complaints).
- Staff CVs, CPD logs, and standardisation records.
- Learner feedback, complaints, and appeals.
- Action plans from previous monitoring reports.

Reporting and Corrective Actions

- A written monitoring report will be provided to the centre after each review.
- Reports will identify good practice, areas for development, and mandatory actions.
- Centres must address mandatory actions within 30 working days unless a shorter timescale is specified.
- Corrective actions will be tracked, and failure to comply may lead to sanctions.
- Centres will be required to provide evidence of action taken, which will be logged centrally and reviewed at the next monitoring cycle

Sanctions and Escalation

Where serious or repeated non-compliance is identified, sanctions may include:

1. Warning letter.

2. Suspension of learner registrations or certifications.

3. Withdrawal of centre approval.

All sanctions will follow Param Qualifications' **Sanctions Policy**.

Governance Oversight

- The Responsible Officer will ensure that monitoring outcomes are reviewed quarterly.
- An annual summary of centre monitoring will be presented to the Board of Governance, highlighting risks, trends, and improvement actions.

Record Keeping

- Monitoring reports, action plans, and correspondence will be retained securely for a minimum of **five years**.
- Records will be available to Ofqual or other regulators on request.

Review of Policy

This policy will be reviewed annually or sooner if required by changes in regulation or practice.

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