



# The Quality in Careers Standard >>>>

The WORKSHOP FOR ENGLAND'S CEIAG QUALITY AWARD  
PROVIDERS on the National Validation Process

LEEDS, 26<sup>th</sup> June 2012



# **The Quality in Careers Standard >>>**

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# Introduction

The Quality in Careers Consortium Board leads the national validation process with support from Careers England.

The process has four stages:

- 1. Commitment**
- 2. Self-assessment**
- 3. Application**
- 4. Validation**

## 1. Commitment

- CEIAG Quality Award providers inform The Quality in Careers Consortium Board of their commitment to achieve The Quality in Careers Standard (QiCS).
- The Consortium Board then authorises providers to advise their Award holders that they may refer to the national validation for the life span of their existing Award. Award providers and those holding their Award must use the words '*working towards the national validation for CEIAG Quality Awards – The Quality in Careers Standard*'.
- New providers of CEIAG Quality Awards are authorised to use this wording for a period of two years.

## 2. Self-assessment

- In order to achieve the QiCS, a CEIAG Quality Award must meet the general requirements and all 16 national validation criteria.
- Quality Award providers assess their Award against these criteria and act on any areas for development.
- Providers can download a booklet from the dedicated QiCS section on the Careers England website ([www.careersengland.org.uk](http://www.careersengland.org.uk)) to help them with the self-assessment process.

### **3. Application**

- **Quality Award providers apply for validation when they think they are ready.**
- Providers offering Quality Awards that include but extend beyond CEIAG may apply for the QiCS on the understanding that the validation process and the Standard only cover CEIAG and will state this explicitly.

#### **Application fee**

Applying for the Standard incurs a fee. This is currently £1,500.

## **Application form**

- CEIAG Quality Award providers download the application form and guidance notes from the dedicated QiCS section on the Careers England website ([www.careersengland.org.uk](http://www.careersengland.org.uk)).
- They complete the application form, giving brief background details about their Award and detailed evidence showing how it meets each of the 16 national validation criteria.
- They submit their completed application electronically, ensuring that:
  - 1. the content of the application form does not exceed 10,000 words*
  - 2. there are no more than 5 attachments*
  - 3. together the form and attachments do not exceed 10mb.*

## Evidence

•As part of the application process, CEIAG Quality Award providers must furnish sufficient current evidence to demonstrate that their Award meets all 16 national validation criteria. Providers decide what evidence to submit, drawing on the outcomes of their self-assessment and development activities - they do not submit their self-assessment reports. Evidence is likely to include:

- 1. links to significant web-based resources such as operational, information and marketing materials*
- 2. case studies of learning providers' accreditation journeys and the outcomes for young people and other stakeholders*
- 3. the outcomes of internal and external surveys, reviews and evaluation activities, including internal quality assurance and inspections*
- 4. testimonials and feedback from stakeholders and others on a range of issues and activities.*

## **4. Validation**

•On receipt of a Quality Award provider's application and fee, the Consortium Board appoints a validation panel and a validation panel adviser.

### **Validation panel**

#### **Membership**

Each validation panel comprises three Consortium Board members. All panels include:

- a representative drawn from the CEIAG sector (CPA, ACEG, ICG, CE, DA)
- a member of a professional association representing learning providers (AELP, AoC, ASCL, NAHT)
- the QiCS Project Leader – to ensure that the process is consistent.

## **Validation panel advisers**

The Consortium Board has established a small team of expert advisers to provide impartial, professional advice to the validation panels.

The advisers have no connection with, and do not provide consultancy support to, any Quality Award provider. They:

- undertake an impartial scrutiny of a Quality Award provider's application and advise the Consortium Board whether to defer or to proceed with a validation panel
- produce a preparatory brief for the validation panel
- attend the validation panel
- write the validation panel report.

A recommendation to proceed with a validation panel indicates that an application merits further scrutiny. A recommendation to defer a validation panel indicates that an Award fails to meet one or more of the national validation criteria.

Should an adviser recommend deferring the validation panel, Quality Award providers will receive a written report that explains why and that includes action points for providers to consider.

## **ROGER ALLEN**

- Roger was a teacher and deputy head in the secondary sector for 18 years before becoming a Technical & Vocational Education Initiative (TVEI) Regional Adviser, working for the Manpower Services Commission (MSC, later the Employment Department.).
- He then moved to North London TEC as executive director responsible for youth training and education related activities, working closely with the then three careers services in the locality.
- His next post was as Director of the Young People's Unit at the Government Office for the East of England (GO-East) in Cambridge. A major part of this role was to support the development of Connexions services across the East of England.
- Since leaving GO-East to become an independent consultant, Roger has acted as an OfSTED Connexions Additional Inspector and has produced many reports, including one on referrals between the Connexions Direct helpline and local Connexions services and several on the development of an Integrated Youth Support Service in the London Borough of Barking & Dagenham.
- He also developed, with an associate, the Award for Education Business Excellence (AEBE) the quality mark for education business links organisations and is the senior Lead Assessor, having carried out c40 assessments over the past two and a half years.
- He served as part of the working group convened by the Careers England Quality Task Group to consider the proposals which led to the development of the QiCS standard.

## **ANTHONY BARNES**

- Anthony is an independent careers education consultant, trainer and materials developer.
- He has written extensively on quality assurance in CEIAG and has experience of developing quality award schemes including the Careers Excellence Award that was used by the VT Careers Management Group before 2003.
- Anthony was a local authority inspector for careers education for seven years. He wrote a distance learning pack for Ofsted inspectors on how to inspect careers education and guidance. He has taken part in school inspections for Ofsted as a team inspector and in Connexions inspections as an additional inspector.
- Anthony was part of the management group for the Government's careers education support programme until 2010 and continues to edit the CEGNET website and monthly e-newsletter.

## JANET DONOGHUE

- Janet is an independent consultant, trainer and writer specialising in CEIAG.
- Her particular areas of expertise are curriculum development and quality assurance.
- During the course of her career, she has influenced policy and practice at national, local and organisational levels through her work with government departments, national bodies and local organisations.
- She wrote the (then) DCSF user guide to the national quality standards for young people's IAG and was the main author of the *iag workforce* website. She has engaged in research and has produced evaluation reports, classroom and training resources, quality standards, manuals, handbooks, guidelines and written many other materials relevant to the CEIAG world.
- Janet acts as prime writer for the QiCS suite of materials working alongside the QiCS Project Leader.

## STUART McRILL

- Stuart is a qualified careers adviser, trainer and coach and has over 25 years' experience of the careers IAG sector.
- Stuart's advice and guidance roles have included working for three local authorities, and the development and management of advice and guidance services at Manchester TEC. As a Guidance Council Quality Improvement Consultant he led a national IAG marketing campaign and supported organisations to deliver outcome based IAG for adults.
- Whilst working as a 14 -19 Consultant, Stuart strategically managed Careers Education, Information, Advice & Guidance projects across four London boroughs.
- He has developed advice and guidance workshops for undergraduates and postgraduates and for adults with mental health needs. He is a practising careers adviser working primarily within the higher education sector on a freelance basis.
- As a National Apprenticeship Awards Assessor Stuart has reviewed and verified applications for organisations and individuals. He has also developed a National Endorsement Scheme for adult social care providers.
- Stuart is a registered **matrix** practitioner and has advised and assessed a wide range of organisations.

## Venues and timings

Validation panel venues and timings are agreed in advance.

Panels usually last for around three and a half hours and include:

- a preliminary private meeting of the panel with the validation panel adviser (circa 30 minutes)
- a meeting with Quality Award provider representatives (circa 2 hours including the 10 minute presentation)
- a private meeting of the panel with the validation panel adviser (circa 30 minutes)
- feedback and decision to Quality Award provider representatives (circa 30 minutes).

## Quality Award provider representatives

Quality Award providers are represented at the validation panel by:

- at least one and a maximum of two members of their organisation
- at least one and a maximum of two accredited Award holders.

Quality Award provider representatives will have the opportunity to give a **ten minute presentation** at the start of the meeting outlining how their Award meets the national validation criteria.

## Validation panel report

Quality Award providers receive their validation panel report within fourteen days of the meeting.

Reports are **confidential** to providers.

Should they wish to share them in full or in part, they may do so providing that they:

- cite the report correctly
- inform the QiCS Project Leader
- provide the QiCS Project Leader with a copy of the text used.

## **Successful applicants**

**Successful applicants receive national validation for their Award.**

This comprises formal certification from the Consortium Board and authorisation for the Quality Award provider and its accredited Award holders to use the QiCS logo on their materials for a period of three years.

Providers will receive a reminder to reapply for the Standard in the three months prior to its expiry.

## **Unsuccessful applicants**

Unsuccessful applicants may **reapply** for national validation no less than three but no more than six months after receiving the report. Reapplication incurs a further fee, which is currently £750.

Unsuccessful applicants also have fourteen days after receiving their validation panel report to **appeal** against the panel's decision.

This does not incur a fee.

On receipt of an appeal, the Consortium Board convenes an **Appeals Panel**. This is **led by the Chair of the Consortium Board** and its membership differs from that of the validation panel. The decision of the Appeals Panel is final.

**The Consortium Board accepts no liability for any commercial or other issues arising from a provider's failure to achieve the Standard.**

**The appeals panel – route map: The Consortium Board accepts no liability for any commercial or other issues arising from a provider’s failure to achieve the Standard.**

<p><b>CEIAG Quality Award provider states intention to appeal</b></p>	<ul style="list-style-type: none"> <li>• The CEIAG Quality Award provider sends a formal letter to the QiCS Project Leader stating that it intends to lodge an appeal against the validation panel’s decision. It must do this within fourteen days of receiving the validation panel’s report.</li> </ul>
<p><b>QiCS Project Leader initiates the appeals process</b></p>	<ul style="list-style-type: none"> <li>• The QiCS Project Leader:             <ul style="list-style-type: none"> <li>○ sends the CEIAG Quality Award provider a letter of acknowledgement and an appeals form to complete and return within 28 days</li> <li>○ informs the Chair of the Consortium Board that an appeal is underway.</li> </ul> </li> </ul>
<p><b>CEIAG Quality Award provider submits its appeal</b></p>	<ul style="list-style-type: none"> <li>• The CEIAG Quality Award provider submits the completed appeals form electronically to the QiCS Project Leader within 28 days – providers should note that the appeals panel will base its judgement on the evidence available to the validation panel and they may not add any ‘new’ evidence at this stage.             <ul style="list-style-type: none"> <li>○ The CEIAG Quality Award provider also confirms who will represent the CEIAG Quality Award provider at the appeals panel – if it wishes, the provider may send the same individuals who represented it at the validation panel</li> </ul> </li> </ul>
<p><b>QiCS Project Leader organises the appeals panel</b></p>	<ul style="list-style-type: none"> <li>• The QiCS Project Leader:             <ul style="list-style-type: none"> <li>○ convenes an appeals panel comprising the Chair of the Consortium Board and two Board members who were not part of the original validation panel – the appeals panel will be supported by the QiCS Project Leader (observer) and the original validation panel adviser (note-taker and report writer)</li> <li>○ confirms the venue and timing of the appeals panel.</li> </ul> </li> </ul>
<p><b>Appeals panel takes place</b></p>	<ul style="list-style-type: none"> <li>• <b>The CEIAG Quality Award provider receives an immediate decision – this is final.</b></li> <li>• The validation panel adviser completes the appeals panel summary form.</li> </ul>



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