

Delivery and Learner Support

1. Introduction

- 1.1 All ITC centres must have policies and procedures in place to protect the interests of the candidates. As part of a coherent set of policies, centres must have systems in place to support delivery of qualifications and support learning.
- 1.2 This document gives guidance and advice for centres completing the centre application.
- 1.3 Systems must be verifiable in that if an ITC External Quality Assurer asks for evidence of your system you should be able to provide this.

2. Learner Recruitment

- 2.1 Centres must have a system in place for providing prospective candidates with accurate pre-enrollment information.
- 2.2 The methods used by the centre to provide the information will be dependent on the size of the centre, typical candidates and qualifications delivered.
- 2.3 The following methods of providing pre-enrollment information are acceptable (this list is not exhaustive):
 - a) Written information sent prior to enrollment
 - b) Accurate information provided on centre websites
 - c) Accurate published materials i.e. leaflets, information sheets etc.
 - d) Telephone calls

3. Learner Initial Assessment

- 3.1 Centres must have a system in place to identify the needs of their candidates in relation to the qualification upon which they are enrolled. Initial assessment must be made to ensure that candidates are enrolled on appropriate qualifications and that any requirements of the qualification are met.
- 3.2 Initial Assessment can take many forms and depends on the qualification that the candidate is enrolled on.
- 3.3 Examples of evidence of initial assessment:
 - a) Individual Learning Plans e.g. used on multi-unit qualifications such as the Level 3 Certificate in Forest School Programme Leadership
 - b) Employer risk assessment e.g. used for First Aid, Fire Safety, Manual Handling or Health and Safety qualifications

4. Learner Induction

- 4.1 Learners must understand the qualification that they are enrolled on, and the support systems that they benefit from. Therefore, a full induction is required at or prior to enrollment on to an ITC First qualification.
- 4.2 Candidates must be aware of (as a minimum):
 - a) The full title of the qualification
 - b) Relevant centre and awarding organisation policies i.e. Special Considerations, Complaints, Appeals, Data Protection etc.

5. Learner Registration Procedures

- 5.1 All learners must be registered in order for qualifications to be awarded. Registration gathers candidate information, which is then used by ITC First to produce candidate awards (certificates).
- 5.2 Centres must have a system in place to complete candidate registration in accordance with ITC First requirements. The system must ensure authenticity.
- 5.3 Centres must comply with the centre agreement and forward candidate registration details to ITC within 10 working days of course completion for short qualifications or within 10 days of qualification enrollment for longer multi-unit qualifications (e.g. Level 2 Diploma in safe working practice in the wind turbine industry).

6. Learner Progression or Referral

6.1 ITC qualifications may be part of a candidates progression through education or they may be a standalone event, removed from an individuals progression. Where a qualification is or can be part of wider programme of learning, centres should endeavor to offer advice or further information to candidates on options for further learning or progression.