

CMI Centre Quality Report – Ref: AB/QA/0015/February2021/V19

Purpose of the Centre Quality Report:

To ensure a CMI Centre has in place appropriate systems for:

- Delivery
- Assessment (where relevant)
- Verification (where relevant)
- Quality management of its CMI provision.

A Quality Management system must be in place to ensure that client, Learner and staff needs are met.

There must be a single named point of accountability for the quality assurance, and there must be arrangements in place for the management of the delivery and assessment of units and qualifications where relevant. Communication and administration arrangements must meet the needs of CMI, associated Regulatory Bodies, Centre Staff and Learners.

Your Quality Manager will conduct an audit from the discussions and evidence produced. The completed Centre Visit Report will be returned to the Centre within 10 working days of the audit.

Report Sections:

The report is broken down into 8 sections:

- [Section 1 – Approved Centre Details](#)
- [Section 2 - Approved Centre Visit Details](#)
- [Section 3 - Centre Management & Systems](#)
- [Section 4 – Centre Staff, Staffing Resources & Monitoring](#)
- [Section 5 – Equality, Diversity, Health & Safety](#)
- [Section 6 – Learner Support](#)
- [Section 7 – Assessment & Verification](#)
- [Section 8 – Summary, Actions Required & Sanction](#)

For all Centres, the information provided during the initial approval process, or subsequently will form the basis of the audit.

Actions on receipt of the report:

On receipt of this report, the Programme Director must check this report for accuracy and let the Quality Manager know within ten days if any amendments are required. If CMI receives no response within 10 working days of receipt of this report it will be assumed that the Programme Director is in agreement with all content and will complete all actions within the set timescale.

Higher Education Centres:

Note: “UKQCHE” indicates where sections are cross-referenced to the relevant expectation of the “UK Quality Code for Higher Education” published by the Quality Assurance Agency to support their Higher Education Review process. Evidence provided in these sections MAY be suitable for use in an HE partner’s HER process. NAHE – not applicable to HE Centres. HE Centres can ignore these sections.

Section 1 – Approved Centre Details

CMI Centre Name - Centre No:	Train Motivate Excel Ltd (C10418296)
Centre Type:	Registered Centre-EPP
Programme Director and Contact Postal address:	<p>Miss Laura Kaye Tomlinson Train Motivate Excel Ltd Kemp House 152 City Road London EC1V 2NX</p> <p>The CMI will arrange for the address to be changed to: Train Motivate Excel Limited 1-3, 3rd Floor, Royal Buildings Victoria Street Derby DE1 1ES</p>
Contact telephone number and email:	<p>Telephone: 02039077710 and 01332349299</p> <p>Email: lk@trainmotivateexcel.com</p>
Date & Time of visit:	<p>Current Visit: Friday 8th October 2021 at 1030am (Virtual)</p> <p>Previous Visit (If applicable): This is the first full Centre QA Meeting.</p>
Name and number of Point of Contact should the Programme Director be unavailable:	<p>Name: Kate Stapleton</p> <p>Position: Senior Team Leader</p> <p>Email: Katie@trainmotivateexcel.com</p> <p>Telephone: 02039077710 and 01332349299</p>
Date Centre approved:	22/3/2019
UKBA Tier 4 Sponsor Licence:	No
UKBA Register of Sponsors Rating:	<p>HTS A B L</p> <p>(Highly Trusted Sponsor, A-rated, B-rated or Legacy)</p>
Satellite Centres and overseas provision (details): UKQCHE B10	None
Knowledge of CMI services: Partner Portal and the	<p>Discussion Points</p> <ul style="list-style-type: none"> ● CMI Apprenticeship provision ● NHS/Police/MoD recognition -

<p>Hub Qualification Library Management Direct</p>	<p>https://www.linkedin.com/posts/charteredmanagementinstitute_receive-your-special-award-today-activity-6714431089298964480-oBS8</p> <ul style="list-style-type: none"> ● Award in Managing Equality, Diversity & Inclusion (Level 5) https://www.managers.org.uk/education-and-learning/qualifications/qualification-library/level-5-managing-equality-diversity-and-inclusion/ ● Award in Strategic Approaches to Equality, Diversity & Inclusion (Level 7) https://www.managers.org.uk/education-and-learning/qualifications/qualification-library/level-7-strategic-approaches-to-equality-diversity-and-inclusion/ ● Award in Strategic Approaches to Health and Wellbeing (Level 7) https://www.managers.org.uk/education-and-learning/qualifications/qualification-library/level-7-strategic-approaches-to-health-and-wellbeing/ ● Consulting - ● Consultancy Qualifications - https://www.managers.org.uk/education-and-learning/qualifications/qualification-library/?post_tag=consultancy&apprenticeship=0 ● Chartered Consultant - https://www.managers.org.uk/membership/chartered-management-consultant/ ● Bitesize learning - https://www.managers.org.uk/education-and-learning/bitesize-courses/ ● Review use/licenses for Management Direct (Free Places) <ul style="list-style-type: none"> ○ ○
<p>Links to support resources - Quality Assurance</p>	<p>All CMI policies and procedures can be found at: https://www.managers.org.uk/education-providers/policies-and-procedures</p> <p>Centre handbook https://www.managers.org.uk/wp-content/uploads/2020/09/Centre-Handbook.pdf</p> <p>Partner Portal (Please note that a separate login is required for the Partner Portal - please contact engagement@managers.org.uk for guidance) https://www.managers.org.uk/login/?cmissologinredirect=/mycmi/</p> <p>Malpractice and Maladministration - https://www.youtube.com/watch?v=IBg3QTtsZtA</p> <p>Guide to Good Assessment Practice - https://www.youtube.com/watch?v=tZB-6QHhfQ</p> <p>Good Practice in IQA - https://www.youtube.com/watch?v=G39TL3NdE14</p> <p>Conflicts of interest webinar recording - https://youtu.be/qXoFvIXFI9w</p> <p>Delivering CMI qualifications using an online and/or blended approach - https://youtu.be/2FKIHSU14uQ</p> <p>Centre Assessment Standards Scrutiny (CASS)- https://www.youtube.com/watch?v=VHTCC-d7izQ</p> <p>Recognised programme mapping and recognised centre approvals - recognised.mapping@managers.org.uk</p> <p>HE qualification mapping - he.mapping@managers.org.uk</p> <p>Assessment checking - ea.marking@managers.org.uk</p> <p>HE and direct delivery approvals (Approved and registered centres) - approvals@managers.org.uk</p> <p>Flexible assessment, syllabus queries, Professional Standards - product@managers.org.uk</p>
<p>Links to support resources - For Tutors, Assessors, IVs</p>	<p>Staff Induction Video https://www.youtube.com/watch?v=jS-vAOEf8Qc&feature=youtu.be (Training</p>

	<p>Providers) https://www.youtube.com/watch?v=EC9YQ4mjmdc&feature=youtu.be (HEI's)</p> <p>ManagementDirect - Introduction for CMI members https://www.youtube.com/watch?v=i6vfaddshHI&list=PLqS009KiguXtJIRNqJ5lwxAkxuJS5NdMI&index=3</p> <p>How to browse content in ManagementDirect https://www.youtube.com/watch?v=SL6yb0L6OO0&list=PLqS009KiguXtJIRNqJ5lwxAkxuJS5NdMI&index=5</p> <p>How to create learning journeys in ManagementDirect https://www.youtube.com/watch?v=Lq7tsFKpabs&list=PLqS009KiguXtJIRNqJ5lwxAkxuJS5NdMI&index=6</p>
<p>Links to support resources - For Centre Admin Staff</p>	<p>New centre video (also good for new staff using the hub) https://www.youtube.com/watch?v=cjgLHAY1wv0</p> <p>Using CMI's marking service https://www.youtube.com/watch?v=FPzonl6j0vU&t=1s</p> <p>CMI marking, moderation queries. awardingbody@managers.org.uk or call 01536 207 496, select option 1.</p> <p>For a video on making claims/ requesting moderation: https://www.youtube.com/watch?v=12w9-19eT-Q&feature=youtu.be</p> <p>For a video on making, HE claims/requesting moderation: https://www.youtube.com/watch?v=kiHQdAryQL4&feature=youtu.be</p> <p>EP Learner Registration, certification, HUB changes, centre change queries qualifications@managers.org.uk or call 01536 207 496.</p> <p>HE Learner Registration, certification, HUB changes, centre change queries partnership@managers.org.uk or call 01536 207 330.</p> <p>MoD Learner Registration, certification and queries mod.qualifications@managers.org.uk or call 01536 207 496.</p> <p>Chartered Manager enquiries cmgr@managers.org.uk or call 01536 207 429.</p> <p>Membership queries membership@managers.org.uk or call 01536 207 307</p>
<p>Links to support resources - For Apprenticeship Leads</p>	<p>Apprenticeship standards mapping standards.mapping@managers.org.uk</p> <p>Mapping 101 webinar - https://www.youtube.com/watch?v=DliXzDOUk50</p> <p>Changes to Team Leader apprenticeship assessments https://www.youtube.com/watch?v=8MZwSVF9niE</p> <p>Changes to Operations/Departmental Manager apprenticeship assessment plan https://www.youtube.com/watch?v=7itMVQO7MaQ</p> <p>Changes to Senior Leader Apprenticeship https://www.youtube.com/watch?v=uvYOkettTJo</p> <p>End Point Assessment queries</p>

	epa@managers.org.uk or call 01536 207 357
Links to support resources - For Learners	<p>Learner Induction Video</p> <p>https://www.youtube.com/watch?v=8RpMJQOykO0&feature=youtu.be</p> <p>https://www.youtube.com/watch?v=qQukftiLXZs&feature=youtu.be (HEI's)</p> <p>ManagementDirect - Introduction for CMI members</p> <p>https://www.youtube.com/watch?v=i6vfaddshHI&list=PLqS009KiguXtJIRNQGJ5lwxAkxuJS5NdMI&index=3</p> <p>How to browse content in ManagementDirect</p> <p>https://www.youtube.com/watch?v=SL6yb0L6OO0&list=PLqS009KiguXtJIRNQGJ5lwxAkxuJS5NdMI&index=5</p> <p>How to create learning journeys in ManagementDirect</p> <p>https://www.youtube.com/watch?v=Lq7tsFKpabs&list=PLqS009KiguXtJIRNQGJ5lwxAkxuJS5NdMI&index=6</p> <p>ManagementDirect - How to access resources to support your qualification.</p> <p>https://www.youtube.com/watch?v=_zDbQ68FIdc&list=PLqS009KiguXtJIRNQGJ5lwxAkxuJS5NdMI&index=8</p> <p>ManagementDirect - How to manage your learning.</p> <p>https://www.youtube.com/watch?v=YxEFvDPDVaY&list=PLqS009KiguXtJIRNQGJ5lwxAkxuJS5NdMI&index=5</p>

If you require any further guidance or support in accessing these resources, please contact your Engagement Manager or Engagement@managers.org.uk

[Section 8 – Summary, Actions Required & Sanction](#)

Section 2 - Approved Centre Visit Details

Staff present at visit:	<ul style="list-style-type: none"> Laura Kaye Tomlinson
Report feedback given to:	<ul style="list-style-type: none"> Laura Kaye Tomlinson

Comments and outstanding actions from previous CMI visit/moderator or marker reports:

The Centre has been approved since 22/3/2019 but did not commence CMI qualification delivery until 2021.

Laura Kaye Tomlinson met with the CMI Quality Manager in March 2021 to support with quality assurance arrangements for potential Level 2 and Level 7 Leadership and Management qualifications. This meeting is the first full Centre Quality Assurance meeting.

There are no previous outstanding CMI quality actions.

Current Course Provision

Qualifications approved to deliver:	<p>The Centre is now approved to deliver Level 2 – Level 7 Leadership and Management qualifications.</p> <p>The Centre was approved for the following additional qualifications during April 2021 - 2A1V2-2D1V2 and 7A30-7D30</p> <p><i>(Please note that only 5ACD30 and 7ACD30 qualifications are now valid as 5ACD1V2 and 7ACD1V2 quals have expired for registration)</i></p>									
Apprenticeships Approved to deliver:	The Centre is not delivering apprenticeships.									
Mode of delivery:	Section 2 logs this as Classroom Learning and Blended Learning. The Centre is delivering to staff members at present and this has included both face/face and remote delivery which has met their expectations. The Centre is developing some online learning materials through an LMS to support their learners. The Centre can also provide tutorials (face/face or online) to support with queries.									
Current Learner on qualifications:	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th style="width: 80%;">Qualification</th> <th style="width: 20%;">Current Learners</th> </tr> </thead> <tbody> <tr> <td>CMI Level 5 Award in Management and Leadership</td> <td>2</td> </tr> <tr> <td>CMI Level 5 Certificate in Management and Leadership</td> <td>1</td> </tr> <tr> <td colspan="2">Total number of learners on CMI qualifications: 3</td> </tr> </tbody> </table>		Qualification	Current Learners	CMI Level 5 Award in Management and Leadership	2	CMI Level 5 Certificate in Management and Leadership	1	Total number of learners on CMI qualifications: 3	
Qualification	Current Learners									
CMI Level 5 Award in Management and Leadership	2									
CMI Level 5 Certificate in Management and Leadership	1									
Total number of learners on CMI qualifications: 3										
Qualification Registrations last 12 months:	3 (2 on 5A30 and 1 on 5C30) These learners were registered in May and June 2021.									
Qualification Completions	0 The Centre reported that the cohort is progressing well. The Centre is expecting a learner to complete their first assignment soon. Others are taking more time and gaining more resources									

last 12 months:	from CMI Learning Journey.
Lapsed learners last 12 months:	0 There are two learners on the 5A30 programme which will lapse in June 2022 if they do not complete.
Withdrawn learners last 12 months:	0
Batches submitted for moderation on the Hub in last 12 months: <i>(If applicable)</i>	Not applicable as Registered Centre.
Batches submitted for marking in last 12 months: <i>(If applicable)</i>	The Centre has not submitted any units to the EA Marking Service yet. The CMI QM will provide the Centre with EA Marking registration details.
Risk indicators:	<ul style="list-style-type: none"> • First qualifications programme
Mapping records: <i>(If applicable)</i>	Not applicable
Moderation sample requirement:	Not applicable as Registered Centre using EA Marking Service
Conditions of Confidence: (International only)	Not applicable.
How is the Centre advertising CMI qualifications on their Website: UKQCHE C	<p>Website URL: https://trainmotivateexcel.com/for-you/</p> <p>This provides an overview of CMI qualification delivery. The CMI Approved Centre logo is in operation too.</p> <p>The Holos group of companies are all involved in Leadership/Management and Consultancy provision and owned by Laura Kaye Tomlinson</p>
Do Learners complete all assessments in English?	Yes.

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Section 3 - Centre Management & Systems

Criteria Grade	<ul style="list-style-type: none"> ● Effective Provision (EP) ● Partially Effective but requiring some change / addition (PE) ● Significant Changes / Additions Required (CR) ● Not Applicable (N/A) 		
Quality Standards (and link to Regulatory Agreement)	Criteria Grade	Notes/Evidence	Possible Evidence Type
Does the government in the country the Centre is in have a MOU with Quality Assurance bodies in the UK. (International HE only)		<i>(International HE only)</i>	Copy of MOU, check duration and review date
Is the Centre regulated by its country's Higher Education Quality Assurance body? (International HE only)		<i>(International HE only)</i>	Programme/course level approval documents Consent to deliver courses by overseas awarding bodies
Does the Centre meet all local and national professional, regulatory and statutory requirements as a training provider?		<i>(International EPP and HE only)</i>	Copies of relevant approval documents Trading license
3a – Has the HUB been updated since the last visit (HUB audit)? (2a, 9a, 11b) (HUB Centre Documentation & Narrative)	EP	<i>08/10/2021- The Centre was approved in March 2019 and has had little need to update their Hub records since then as delivery only commenced in May 2021. The Centre has undertaken some updates during the last week in preparation for this visit.</i>	All policies and procedures with explanations on how they are applied are in the HUB and are the most up to date versions.
3b - Identify Staff member/s responsible for CMI Learner registration, certificate checking, effective distribution and achievement tracking. (2a, 10a, 10b, 10e, 10f) (HUB ref 3.3)	EP	<i>08/10/2021- Laura has undertaken registration to date during lockdown but the future plan is for administrators to undertake this (Katie Stapleton). Katie will distribute certificates. Laura tracks achievement through separate software where access rights are restricted.</i>	Centre administration staff.
3c – Is there a procedure for accurate and timely registration of Learners (i.e., within 6 weeks)? (2a)	EP	<i>08/10/2021- All 3 learners registered in 2021 were registered within 1 week of their start date.</i>	Learner registration details.

(HUB ref 4.5)			
<p>3d – Are Learner records and details of achievements accurate, kept up to date, securely stored and available for verification and auditing by CMI, including a Learner tracking process? (2d)</p> <p>(HUB Ref 4.4, 4.5, 7.4)</p>	EP	<p><i>08/10/2021- Learners will submit assignments to Laura through the LMS. They will then be distributed to the Marking Service and the marking sheets will be stored in the workflow system which is linked to Dropbox where learners can access their individual folder.</i></p>	<p>Learner records/tracking.</p> <p>Procedures for maintaining evidence files/portfolios.</p> <p>Security and access arrangements.</p> <p>Learner consent for their data to be shared with CMI</p>
<p>3e - Are certificates despatched promptly and not withheld whilst awaiting Learner payment? (10i) NAHE</p> <p>(HUB Ref 4.5)</p>	EP	<p><i>08/10/2021- We discussed the move towards Digital Certificates and that a choice of hard copy certificate will still remain.</i></p>	<p>Procedure/timetable for Learner fees.</p> <p>Procedure for distribution of certificates.</p>
<p>3f – Are there agreements with third parties and sub-contractors to ensure that all policies and requirements referred to in the Regulatory Agreement are enforceable? UKQCHE B10</p> <p>(HUB ref 4.4)</p>	EP	<p><i>08/10/2021- The Centre confirmed that there are no 3rd party providers or subcontractors involved in Centre delivery.</i></p>	<p>Contracts for third parties.</p> <p>Procedure for annual QA Satellite Centres or third parties.</p> <p>Access to QA documentation.</p>
<p>3g - What will be your process for issuing CMI unit results to Learners?</p> <p>What will be your process for issuing CMI qualification certificates to Learners? (HUB Ref: 4.4)</p>	EP	<p><i>08/10/2021-Unit results will be confirmed by the EA marking service. These will then be emailed to learners. The Centre keeps accurate addresses for their LMS portal which will then assist with certificate distribution.</i></p>	Process
<p>3h - Is there a process to deal with change of Learner status with regard to CMI qualifications e.g., the Learner changes CMI qualification, the Learner is referred, the student is deferred, the Learner is exited for malpractice? How will CMI be informed? (HUB Ref: 4.4)</p>	EP	<p><i>08/10/2021- We discussed how to learners can be transferred between Awards, Certificates and Diplomas by contacting the Customer Services team on qualifications@managers.org.uk</i></p> <p><i>We discuss the different qualification expiry lengths of 3 years for Dip/Cert and only 1 year for Award and how learners at risk of lapsing should be monitored.</i></p>	<p>Process</p> <p>For any changes, notify qualifications@managers.org.uk</p> <p>For HE centres ONLY, notify partnership@managers.org.uk</p>

Section 4 – Centre Staff, Staffing Resources & Monitoring			
Criteria Grade	<ul style="list-style-type: none"> • Effective Provision (EP) • Partially Effective but requiring some change / addition (PE) • Significant Changes / Additions Required (CR) • Not Applicable (N/A) 		
Quality Standards (and link to Regulatory Agreement)	Criteria Grade	Notes/Evidence	Possible Evidence Type
<p>4a – Is the staff matrix up to date? (HUB 3.3)</p> <p>Does it match the approved staff list?</p> <p>Can Centre staff qualification documents and employment contracts be made available for review by the Awarding Body? (4d, 4f) UKQCHE B6</p> <p>(HUB ref 3.3 and 3.4)</p>	PE	<p>08/10/2021- <i>A Hub staff application is required for Katie Stapleton (Admin only role)</i></p> <p><u>Approved Staffing List</u></p> <p>Ms Sheryl Anderson (Admin only)</p> <p>Miss Laura Kaye Tomlinson (Approved for CMI L2-L7 delivery role only)</p> <p>Mrs Pauline Tomlinson (Admin only)</p>	Staff matrix showing roles and relevant qualifications CVs, qualification certificates, employment contracts
<p>4b – Is there an induction process for new Centre staff and does this include induction to CMI procedures? (4c) UKQCHE C</p> <p>(HUB ref 3.1)</p>	EP	<p>08/10/2021- <i>Katie commenced her Admin role in March 2021. She has had a full Company Induction and a CMI induction with LKT which has covered items such as assignment briefs.</i></p>	<p>Evidence of rolling induction programme.</p> <p>Procedures for staff induction.</p> <p>CMI induction checklist.</p>
<p>4c – How does the Centre support and record the continual professional development (CPD) of staff for the approved CMI qualifications? (4a) NAHE</p> <p>(HUB ref 3.2)</p>	EP	<p>08/10/2021- <i>LKT has compiled a CPD plan for herself and logged this in section 3.2. This includes activities from her roles as a Director/Chair on different Boards, Disciplinary and Audit committees as well as Management reading /research activities.</i></p> <p><i>There are Assessor and Prince2 courses listed which LKT has recently completed. LKT is also working on a Government Help to Grow scheme.</i></p>	<p>Procedures for identifying and meeting staff development needs.</p> <p>Records of meeting/briefings/updates.</p> <p>Records of individual development plans.</p> <p>Procedures for taking remedial action to support staff.</p>
4d - deleted			

[Section 8 – Summary, Actions Required & Sanction](#)

Section 5 – Equality, Diversity, Health & Safety

Criteria Grade	<ul style="list-style-type: none"> ● Effective Provision (EP) ● Partially Effective but requiring some change / addition (PE) ● Significant Changes / Additions Required (CR) ● Not Applicable (N/A) 		
Quality Standards (and link to Regulatory Agreement)	Criteria Grade	Notes/Evidence	Possible Evidence Type
<p>5a – Are there policies on the HUB for: special consideration / reasonable adjustments</p> <p>Confirm with the centre that they are not charging fees for reasonable adjustments applications</p> <p>(5e, 14c, 14l) NAHE.</p> <p>(HUB ref 5.1, 5.3, & 6.2)</p>	PE	<p>08/10/2021- <i>The Centre has a Special Considerations/Reasonable Adjustment Procedure logged in section 6.2 of the Hub.</i></p> <p><i>We discussed that this Policy does not cover Special Considerations. We discussed when Special Considerations could be relevant.</i></p> <p><i>The Centre is requested to state in Section 6.2 of the Hub that the CMI Special Considerations Policy guidance will be followed, where needed.</i></p>	<p>Special consideration Policy.</p> <p>Reasonable Adjustments Policy.</p>
<p>5b – Is there a process to gather the informed consent of Learners to their data being shared with CMI?</p> <p>(HUB ref 5.1)</p>	EP	<p>08/10/2021-<i>There is a clear CMI registration form logged in section 5.1. This clearly states that CMI will use the information for the purposes of registration, certification and membership.</i></p>	<p>Enrolment/registration processes and forms GDPR policy Privacy policy</p> <p>Learner handbook CMI Data Processor CMI Data Controller</p>
<p>5c – Are there policies in place for:</p> <p>Health and Safety Data protection Equality and diversity</p> <p>(HUB ref 5.1)</p>	N/A	<p><i>International only (In the UK these are legislative requirements).</i></p>	

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Section 6 – Learner Support

Criteria Grading	<ul style="list-style-type: none"> ● Effective Provision (EP) ● Partially Effective but requiring some change / addition (PE) ● Significant Changes / Additions Required (CR) ● Not Applicable (N/A) 		
Quality Standards (and link to Regulatory Agreement)	Criteria Grade	Notes/Evidence	Possible Evidence Type
<p>6a – How does the Centre take responsibility for ensuring that Learners are on appropriate courses at the appropriate levels? (10j) UKQCHE B2</p> <p>(HUB ref 6.2 & 6.3)</p>	EP	<p>08/10/2021- <i>The Centre currently works with internal staff members but is seeking external learners in future. Enquiries are linked to discussions with tutors where experience and occupational roles are explored to gain suitability.</i></p>	<p>Learner Recruitment Policies.</p> <p>Learner Recruitment Interviews.</p>
<p>6b – Does the Centre have an effective process for Recognition of Prior Learning (RPL)?</p> <p>Please record details of any RPL award since your last visit. (10d, 14b) UKQCHE B6</p> <p>(HUB ref 6.1)</p> <p>N/A for Registered Centre</p>	PE	<p>08/10/2021-<i>The Centre has an RPL Policy logged in section 6.1 of the Hub.</i></p> <p><i>This RPL Policy needs amending so that it details that for CMI learners there is a 5 year limit for RPL evidence. There should also be a link to an Appeals process as this is an assessment decision.</i></p> <p><i>There has been no need to apply RPL in the Centre to date.</i></p>	<p>RPL Policy/Statement.</p> <p>Please record any cases of RPL.</p>
<p>6c – How does the Centre consult with Learners, staff and other stakeholders as part of all programme review processes?</p> <p>How is feedback used? (4i) UKQCHE B3, B5, B8</p> <p>(HUB ref 7.6, 6.5)</p>	EP	<p>08/10/2021- <i>Learner and employer feedback will be reviewed in a future meeting. It is not appropriate now as delivery has only just commenced.</i></p> <p><i>The Centre is building unit feedback capture systems to gauge progress. There will then be formal completion feedback surveys at the end.</i></p>	<p>Feedback reviews and Learner questionnaires.</p> <p>Action plans, programme reviews.</p>
<p>6d – How is a Learner’s progress monitored and continually reviewed to maximise achievement? (6.4, 14e) UKQCHE B3, B4</p> <p>(HUB ref 4.5, 6.1 & 6.4)</p>	EP	<p>08/10/2021- <i>The Centre has included template Unit Assessment Plans, Achievement tracker and Summative Statement in section 6.4 of the Hub.</i></p> <p><i>Learners will be supported with additional tutorials and guest workshop motivation speeches. The Centre will look to provide some initial feedback prior to submission.</i></p>	<p>Monitoring and feedback loops.</p>
<p>6e – Is there adequate provision of physical</p>	EP	<p>08/10/2021- <i>The Centre uses an LMS system, Management Direct-Learner Journeys are encouraged. The Centre has</i></p>	<p>Record of/plans for Assessment/Learner</p>

resources to support learning and/or assessment? (9a, 9b, 9d, 9e, 9g, 9i, 14a) UKQCHE B3 (HUB ref section 6)		<i>some bite size resource content within the LMS that is recommended too.</i>	allocation. Verifier / Assessor / Learner ratios: time allocation.
6f – Is there instruction and support for Learners, both at the beginning of, and during, the programme with regard to avoiding plagiarism? (HUB Ref: 7.2)	EP	<i>08/10/2021- The Centre covers this during Induction and this covers what is needed in terms of constructing assignments and how to avoid plagiarism.</i>	Guidance, training, warnings, authenticity statements
6g – deleted			

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Section 7 – Assessment & Verification

Criteria Grade	<ul style="list-style-type: none"> ● Effective Provision (EP) ● Partially Effective but requiring some change / addition (PE) ● Significant Changes / Additions Required (CR) ● Not Applicable (N/A) 		
Quality Standards (and link to Regulatory Agreement)	Criteria Grade	Notes/Evidence	Possible Evidence Type
7a - deleted			
<p>7b – Are there multiple staff delivering the same unit(s)?</p> <p>How is delivery standardised? (8a, 8c) UKQCHE B6 (HUB ref 4.4)</p>	EP	<p><i>08/10/2021-Laura is currently the only tutor working at this Centre. Laura keeps teaching resources on Dropbox which could be shared with additional teaching colleagues in the future.</i></p>	Communicated assessment procedures
7c - deleted			
<p>7d – What process is used to ensure the authenticity of Learner work? (7j, 8a, 10c, 10g) UKQCHE B6 (HUB ref 7.2)</p>	EP	<p><i>08/10/2021- In section 7.2 the Centre has included a Statement of Authenticity that will accompany learner assignments. There have been no issues of plagiarism reported by the Centre to date.</i></p> <p><i>We discussed recent trends in plagiarism. We also discussed how concerns relating to learner plagiarism should be reported to CMI and then handled by a Centre.</i></p>	<p>Statements of authenticity for each piece of Learner work. Use of plagiarism software</p> <p>How is authenticity established in distance learning programmes?</p> <p>How is authenticity established in VLE/eportfolios?</p> <p>Secure login details to access plagiarism checking software.</p>
<p>7e – Are CMI External Assignment templates being used?</p> <p style="text-align: center;">Or</p> <p>Are flexible assessment methods being used (e.g., presentations, projects, professional discussion, observations, reflective accounts, work based evidence)?</p> <p>Have all assignment/ assessment briefs been approved by the CMI assessment checking</p>	EP	<p><i>08/10/2021- The Centre was advised that only the CMI assignment briefs can be used for the EA Marking Service.</i></p>	<p>Assignment briefs, mark sheets and Assessment Approval Form.</p> <p>Standard practice is a CMI EA upload to the HUB. All other forms of assessment and methods of moderation are considered “flexible assessment”.</p>

<p>service?</p> <p>Have records been uploaded to 7.1 of the HUB? NB Registered Centres can only use CMI EAs. (8a, 8d, 14f, 14i) UKQCHE B6 (HUB ref 7.1)</p>			
<p>7f – Is there a clear internal verification process that reviews the assessment decisions? (8a, 8c) UKQCHE B6 (HUB ref 1, 7.3 & 7.5)</p> <p>N/A for Registered Centre</p>	EP	<p>08/10/2021- <i>This is not applicable as it is a Registered Centre.</i></p>	<p>IV Policy/Procedure.</p> <p>IV checklists for briefs.</p>
<p>7g – Are there regular minuted team meetings to discuss CMI delivery, assessment, verification and standardisation activities? (8a, 11d) (HUB ref 7.3 & 4.3)</p>	EP	<p>08/10/2021- <i>This is a small Centre and LKT liaises with Admin team members to discuss CMI requirements. The Centre is requested to upload evidence of Team Meeting minutes to section 7.3 in the future.</i></p>	<p>Records of team meetings. Standard agenda.</p> <p>Attendance at standardisation meetings.</p> <p>IQA meeting records for larger centres.</p>
<p>7h – What is the process for programme, course or curriculum review to improve the quality of the learning experience and remain contemporary with the CMI syllabus? (8a, 14e, 14g, 14h) UKQCHE B8 (HUB ref 4.2 & 7.6)</p>	EP	<p>08/10/2021- <i>The Centre has templates for Self-Assessment Report, Annual Course Review and Quality Assurance Action Plan logged in section 7.6 of the Hub.</i></p> <p><i>The Centre can review the programme when the first three learners complete. The Centre is constantly reviewing training material to support LMS content.</i></p>	<p>Feedback reviews and Learner questionnaires. Knowledge of qualification end dates.</p>
<p>7i – Have there been any issues identified through the CMI moderation process?</p> <p>Does the Centre require moderation via a VLE, eportfolio or similar? (8a, 14d) NAHE (HUB ref: 7.4)</p> <p>N/A for Registered Centre</p>	EP	<p>08/10/2021- <i>This is a Registered Centre and will not be submitting Moderation claims.</i></p> <p><i>The Centre has not submitted any assignments to the EA Marking Service yet as learners are still working on their first units. The Centre plans to submit their first completed assignment by the end of November 2021.</i></p>	<p>Use of diverse assessment methods.</p> <p>Availability of Learner work.</p> <p>Batches returned to the centre.</p> <p>Batches with insufficient samples.</p> <p>Is mapping required?</p>
7j - deleted			
<p>7k – Is there a policy in place for Learner appeals and complaints?</p>	EP	<p>08/10/2021- <i>The Centre has included separate Complaints and Appeals policies in section 7.7 of the Hub. These policies allow informal resolution, then formal internal</i></p>	<p>Documented Appeals/Complaints Procedure, including details of grounds for</p>

<p>(6a, 6b, 6c, 8a) UKQCHE B9 (HUB ref 7.7)</p>		<p><i>reporting at the Centre and finally an external resolution through the awarding organisation.</i></p> <p><i>The Centre has not reported any Appeals or Complaints with CMI learners to date.</i></p>	<p>appeal and timescales. Records of appeals made and their outcomes</p>
<p>7i – Is there a ‘Malpractice and Maladministration Policy’ that includes a process for reporting serious assessment malpractice to CMI? (7a-7i, 8a, 10g, 15a) UKQCHE B9 (HUB ref 7.8)</p>	<p>EP</p>	<p><i>08/10/2021-The Centre has a Malpractice Policy logged in section 7.8 of the Hub. This includes reporting to the awarding organisation where concerns arise.</i></p> <p><i>We discussed that plagiarism constitutes malpractice and should be reported to the CMI Quality Manager.</i></p> <p><i>The Centre has not reported any malpractice to date.</i></p>	<p>Malpractice and Maladministration policy.</p> <p>Report all inaccurate, early/late and fraudulent registrations or certification claims via Senior Managers and CMI.</p>
<p>7m - How are conflicts of interest identified, documented and acted upon in relation to assessment and quality assurance processes? (15c, 15d, 15e) (HUB ref 5.1)</p>	<p>PE</p>	<p><i>08/10/2021- The Centre has a Quality Manual logged in section 5.1 and Conflict of Interests is covered on page 14. The Centre reported that they have a Conflict of Interest Log - this should be uploaded to section 5.1 of the Hub.</i></p> <p><i>The Centre has internal conflicts with staff members who are undertaking own CMI quals. This is a Registered Centre so assessment/verification decisions will be made by CMI.</i></p>	<p>Conflict of Interests register and policy.</p> <p>Conflict of Interest statement.</p> <p>Staff code of conduct</p> <p>Are there any conflicts of interest?</p>
<p>7n – Does the Centre maintain appropriate assessment records for a period of at least 3 years? How is this archived? If records are retained on cloud-based systems, can access be provided to CMI for the necessary duration? (5g) (HUB ref 7.4)</p>	<p>EP</p>	<p><i>08/10/2021-Section 7.4 of the Hub indicates “We will ensure all learner assessment work and related materials will be kept for a minimum of three years.”</i></p> <p><i>Learner assignment records will be kept on the LMS CMI Assessment Feedback records will be kept on the Workflow system which is linked to Dropbox</i></p>	<p>Secure procedure for assessments.</p>

[Section 8 – Summary, Actions Required & Sanction](#)

Section 8 – Summary, Actions Required & Sanction

Summary of visit: *This was the first full Centre Quality Assurance meeting with Train Motivate Excel since the centre gained approval (March 2019) and commenced their first delivery (May 2021). The Centre is nearing the point of their first unit submissions to the EA Marking service which will be a priority in the coming months.*

The Centre has strong organisational systems in place, had prepared well for the meeting and is in a good position to grow their provision externally. The Centre has a few minor actions to undertake to ensure full regulatory compliance and these are listed below.

Actions Required				
Criteria number	Action required	By Whom	Due date	Completion Date
4a	<i>A Hub staff application is required for Katie Stapleton (Admin only role)</i>	Laura Kaye Tomlinson	26/11/2021	16.11.2021
5a	<i>The Centre is requested to state in Section 6.2 of the Hub that the CMI Special Considerations Policy guidance will be followed, where needed.</i>	Laura Kaye Tomlinson	26/11/2021	16.11.2021
6b	<i>The RPL Policy in section 6.1 needs amending so that it details that for CMI learners there is a 5 year limit for RPL evidence. There should also be a link to an Appeals process as this is an assessment decision.</i>	Laura Kaye Tomlinson	26/11/2021	Policy updated/ uploaded 16.11.2021
7m	<i>The Centre reported that they have a Conflict of Interest Log - this should be uploaded to section 5.1 of the Hub.</i>	Laura Kaye Tomlinson	26/11/2021	COI Log uploaded 16.11.2021

- [Section 1 – Approved Centre Details](#)
- [Section 2 - Approved Centre Visit Details](#)
- [Section 3 - Centre Management & Systems](#)
- [Section 4 – Centre Staff, Staffing Resources & Monitoring](#)
- [Section 5 – Equality, Diversity, Health & Safety](#)
- [Section 6 – Learner Support](#)
- [Section 7 – Assessment & Verification](#)

Current Sanctions Status:	Level 0
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Risk Level	Sanction (from CMI Centre Sanction Policy)
Level 0	No actions point.
Level 1	Action points to be completed by the set deadline.
Level 2	Suspension of Registration - Action points to be completed by set deadline.

Level 3	Suspension of Registration & Certification - Action points to be completed by set deadline.
Level 4	Removal of approval for specific qualification(s) - Action points to be completed by set deadline.
Level 5	Withdrawal of Centre Approval. The regulator will be informed.

CMI Quality Manager	
Digital Signed	<i>James Reynolds</i>
Date	08.10.2021 (updated 18.11.2021)