



INTRODUCTION

There is a set criteria for centres to become approved by the IMI. These requirements must be maintained for centres to remain approved and it is against this criteria that centres are monitored.

Centre requirements fall into a variety of categories:

- quality management systems
- resources
- delivery of assessment
- candidate support
- internal quality assurance systems
- record keeping
- monitoring and review
- equal opportunities and access to fair assessment.

QUALITY MANAGEMENT SYSTEMS

The centre must have clearly stated aims, policies and procedures in relation to becoming an IMI approved assessment centre which are supported by senior management.

- The roles, responsibilities and accountabilities of the Centre Co-ordinator and the assessment and quality assurance team must be defined clearly, allocated and understood throughout the centre.
- There must be effective communication with the IMI, particularly with the external quality assurer. The IMI must be notified of any changes which may affect the centre's ability to meet the approved centre criteria or to deliver the qualifications offered.
- IMI personnel must be granted access to premises, records, candidates and staff for the purpose of external quality assurance or other regulatory activities.
- Actions identified from monitoring visits must be disseminated to the appropriate centre staff and corrective measures taken.
- There must be effective communication from the Centre Co-ordinator and within the assessment/internal quality assurance team. The team must have access to this operating manual and all IMI assessment documents and supplementary guidance.
- All candidate registrations and certificate claims must be made in accordance with IMI requirements.
- The centre should actively market IMI's qualifications.

RESOURCES

- All premises, facilities and equipment used for assessment purposes must comply with the relevant health and safety legislation.
- The resources needed for each qualification offered must be identified accurately and made available.
- There must be sufficient occupationally competent and qualified assessors and internal quality assurers to meet the requirements of the qualification and the demand for assessment and internal quality assurance activities.



- The Centre Co-ordinator, Internal Quality Assurers and Assessors must be given sufficient time, resources and authority to perform their roles and responsibilities effectively.
- A staff development programme must be established for the Centre Co-ordinator and the assessment/internal quality assurance team in line with identified needs.

DELIVERY OF ASSESSMENT

- All assessment methods used must be valid and meet the requirements of the qualification's assessment strategy.
- All assessments carried out must comply with IMI requirements. In particular the requirements for independent assessment such as IMI's online testing must be met.
- Assessment decisions must be recorded accurately using the correct documentation. This includes recording assessments where the candidate has not reached the standard required.
- All assessment outcomes (e.g. evidence) accepted as demonstrating that the candidate has met the standard required must comply with IMI's requirements.
- Any queries relating to qualification specifications, assessment guidance and IMI documentation must be resolved and recorded.

CANDIDATE SUPPORT

- Accurate information, advice and guidance about qualification requirements must be provided to candidates and potential candidates.
- Candidates' development needs must be matched against the requirements of the qualification and an individual assessment plan should be established.
- Particular assessment requirements of candidates must be identified and met wherever possible.
- Candidates must be given regular opportunities to review their progress and revise their assessment plan accordingly
- The centre must develop and implement an appropriate appeals and complaints procedure which must be made available to all candidates.

Note: The IMI complaints and appeals policy must also be given to each candidate.

INTERNAL QUALITY ASSURANCE SYSTEMS

- All approved centres must have a recognised internal quality assurance system in place.
- Internal quality assurance procedures and activities must be clearly documented and consistent with IMI requirements and those specific to the qualification being offered.

Note: Full details of internal quality assurance requirements are included in section 2.4.

RECORD KEEPING

- Candidate details and records of achievement must be completed accurately and stored securely.
- Information supplied to IMI relating to candidate registration and certification must be made available for the purposes of auditing.
- Candidate assessment information (e.g. portfolios) kept on site must be stored securely in a locked cabinet/room.
- Records of internal quality assurance activities must be maintained and kept up to date.
- Centres must keep appropriate archives of assessment information and internal quality assurance for at least six (6) years

Note: Archived records may be stored electronically or as ‘hard copy’. Candidate assessment records (e.g. portfolios) must be retained at the centre until external quality assurance has been completed.

MONITORING AND REVIEW

- The centre should establish a customer service / mission statement with measurable aims and objectives.
- The effectiveness of the centre’s internal quality assurance strategy must be reviewed against IMI qualification requirements and corrective measures implemented if necessary.
- The centre must monitor alternative assessment sites (e.g. work placements) effectively.
- Candidates’ achievements must be monitored and reviewed in relation to the centre’s stated equal opportunities policy.
- Candidate, employer and other audience feedback should be used to evaluate the quality and effectiveness of the qualification provision.

EQUAL OPPORTUNITIES AND ACCESS TO FAIR ASSESSMENT

- The centre must publish and implement an equal opportunities policy for candidates and staff.
- The candidate enrolment system must support the need for equal opportunities monitoring data.
- Where outside providers are used (e.g. work placements), the centre must have an effective procedure to ensure that its equal opportunities policy is being implemented.
- The centre must implement an appropriate access and fair assessment policy.

Note: Full details of fair access and assessment requirements are included in section 2.3.

Issue Number	Effective Date	Amendments	Reason for Amendments
3	26 Jun 2018	1. Rebranding of the header 2. Record keeping amended from five (5) to six (6) years	1. Companywide rebranding on all IMI material. 2. Bring in line with Retention Policy