



Centre Recognition Criteria

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In order to work with EBMA as a recognised Centre to undertake delivery of our qualification(s) and other activities including the assessment and internal moderation, and enable us to maintain compliance with the Regulators' requirements, you must meet our requirements with possible sources of evidence mentioned below. The Recognition requirements have been divided in to 5 main sections -

1. Governance and Management Systems
2. Availability of Adequate Resources
3. Learners' Support
4. Assessment and Moderation
5. Continuous improvement

Requirements	Possible sources of evidence
1. Governance and Management Systems	
Identity	
The applicant is a clearly identifiable person including the individual and corporate.	• Organisation name and contact details including address, country, telephone, email address and web address. • Single named point of accountability (Head of Centre) in relation to all activities undertaken by the Centre that are of interest to EBMA including the assessment of learner's work and internal moderation of assessed work.
Constitution	
1. The applicant is legally established, or has substantial presence, and is properly constituted in accordance with law, in a member state of the European Union or the European Free Trade Association. 2. The applicant holds all registrations, authorisations, or approvals required to be held by a person of its type.	• Companies House Registration Certificate • Memorandum of association • Articles of association • Data controller registration certificate

Governance	
The applicant is organised and governed in such a way that it will provide appropriate support for its activities as a recognised centre to deliver EBMA's qualification(s).	• Organisation structure charts • Corporate governance and Committee arrangements • CVs of key senior staff
Legal Compliance	
The applicant will undertake the delivery of the EBMA's qualifications including the activities of assessment and internal moderation in accordance with applicable laws such as Data Protection Laws, Equalities Law, Health and safety Laws. The applicant legal compliance must enable EBMA to remain in compliance with regulator.	• Legal requirements procedure (to demonstrate how you will meet the legal and regulatory requirements) • Staff Recruitment procedures (that should demonstrate how you recruit people by conducting suitable checks)
Partnerships and Satellite Sites	
If the applicant will be working in the partnership with other organisation(s) or have Satellite Sites, you must specify the roles and responsibilities of each organisation towards the delivery of the EBMA's qualifications including the activities of assessment and internal moderation.	• Partnership arrangements • Contractual agreements • Details of Satellite Sites
Managing conflicts of interest in assessment	
1. The centre will take all reasonable steps to avoid any part of the assessment of a Learner (including by way of Internal Moderation) being undertaken by any person who has a personal interest in the result of the assessment. 2. Where, having taken all such reasonable steps, an assessment by such a person cannot be avoided, the Centre must make arrangements for the relevant part of the assessment to be subject to scrutiny by another person who does not have personal interest in the result of the assessment.	• Conflict of Interest Policy
Malpractice and maladministration	
The applicant must take all reasonable steps to prevent the occurrence of any malpractice or maladministration in the delivery of EBMA's qualification(s). Where any such malpractice or maladministration is suspected by EBMA or alleged by any other	• Procedure for dealing with malpractice or maladministration You must read, understand and comply with

person, the Centre must - - Promptly notify EBMA about the incident, - Follow the guidance provided by EBMA as to how best to prevent, investigate, and deal with malpractice and maladministration, - Carry out investigation rigorously, effectively, and by persons of appropriate competence who have no personal interest in their outcome, and - Provide EBMA with investigation Report timely.	EBMA's ➤ <i>'Malpractice and Maladministration Policy and Procedure'</i>
2. Availability of Adequate Resources	
The applicant must ensure that it has the capacity to undertake the delivery, assessment and internal moderation of EBMA's qualification(s).	
Availability of Workforce of appropriate size and competence	
The applicant must establish and maintain Workforce of appropriate size and competence to effectively deliver EBMA's qualification(s) including assessment of learner's work and internal moderation of assessed work. - The applicant must have the following personnel in place who meet the criteria and who are available to be confirmed within the recognition application: A Head of Centre who will be the authoritative point of contact for EBMA and is required to have experience of both the management of systems and personnel. Additionally, a background in education, with knowledge of quality management, is desirable. A Centre Administrator who will be the coordinator and is required to have experience of administration and knowledge an understanding of EBMA's requirements, policies and procedures. - The applicant must have minimum appropriately qualified workforce including - - At least one qualified Tutor / teacher - At least one qualified Assessor - At least one appropriately qualified Internal Moderator	- Up to date CVs of Head of Centre Centre Administrator Tutor(s) / Teachers Assessor(s) Internal Moderator(s) - Staff development programme

[who cannot be assessor or tutor for the EBMA's qualification(s)]	
Availability of sufficient resources	
The applicant must establish and maintain sufficient resources, equipment and premises all the times to enable the workforce and the centre to effectively deliver EBMA's qualification(s) including the assessment and internal moderation in compliance with applicable legal and regulatory requirements. The applicant will provide the EBMA and regulatory authorities, on reasonable notice (usually with seven days access to premises, people and records but sooner if required) and fully cooperate with the monitoring activities, including but not limited to providing access to any premises used (including satellite sites).	• Information on Premises • List of IT software and applications to be used to deliver EBMA's qualification(s)
Arrangements for the retention of data	
The applicant must establish and maintain the arrangements for the retention of data to ensure that adequate information is available to it at all times for at least 5 years i.e., HR records, learners' records, assessment records and moderation records etc. The applicant will take reasonable steps to comply with requests for information, data or documents required by the EBMA or by the regulators as soon as practicable.	• Record Retention Process Please note that once recognised by EBMA, we will provide you secure online access to our IT Management System where you will be able to maintain Centre and Learners' records.
Information security and confidentiality	
The Applicant must ensure the security and confidentiality of information it will process to deliver EBMA's qualification(s) including the assessment materials and records and moderation records. Any breach of security will be reported to EBMA immediately.	• Process for information security and confidentiality
3. Learners' Support	
Registration of Learners	
The applicant will take all reasonable steps to register Learners with EBMA while meeting the applicable legal, regulatory and EBMA's requirements. The reasonable steps will include checking the fair entry requirements of EBMA qualifications according to the qualification specification; confirming each learner's identity.	• Learner Recruitment Process You must read, understand and comply with EBMA's

	➤ <i>“Process for Registering Learners”</i>
Information and guidance about qualifications	
The applicant will provide information, advice and guidance to learners about qualification specification and EBMA's requirements.	• Learner Induction Programme • Details of supports services available
Information, guidance and support towards assessment	
The applicant will provide information, guidance and support towards assessment and match the learners' needs against the requirements of the qualification.	• Learner Action Plan
Arrangements for Reasonable Adjustments and Special Consideration	
The applicant will, in accordance with applicable legal and regulatory requirements, have in place clear arrangements for making Reasonable Adjustments and/or Special Consideration to meet the needs of learners in relation to qualifications and assessments.	• Policy for access to fair assessment • Materials, equipment and/or facilities You must read, understand and comply with EBMA's ➤ <i>“Access to Assessment Reasonable Adjustments and Special Considerations”</i>
Complaints Handling	
The applicant must operate a complaint handling procedure with timescales for the benefit of Learners.	• Complaint handling procedure You must read, understand and comply with EBMA's ➤ <i>“Complaints Policy and Procedure”</i>
Enquiries and Appeals process	
The applicant must establish and operate an Enquiries and Appeals procedure for the benefit of Learners with timescales. The applicant must receive and process appeals from Learners where you made decisions - • regarding Assessment by Assessor and/or Moderator; • regarding Reasonable Adjustments and Special Consideration; • relating to any action to be taken against a Learner following an investigation into malpractice.	• Enquiries and Appeals procedure You must read, understand and comply with EBMA's ➤ <i>“Enquiries and Appeals Policy”</i>
Certification	

The applicant must process claims for certification of learners complying with EBMA's requirements.	You must read, understand and comply with EBMA's ➤ <i>"Process for Issuing Results and Certificates"</i>
Withdrawal of qualification	
The applicant must act according to EBMA and its requirements where EBMA withdraws its qualification and/or where you withdraw your role in delivering the qualification. The applicant will use all actions within timescales to effectively manage withdrawal of that qualification to protect the interests of learners without making any negative impact on them by maintaining and complying with Withdrawal Plan and Action Plan.	
4. Assessment and Moderation	
The Assessment Process	
The applicant must establish and maintain a process to deliver assessment efficiently effectively using resources and keeping assessment records appropriately according to the EBMA's requirements.	The Assessment Process You must read, understand and comply with EBMA's ➤ <i>"Procedures and Guidance on Assessment"</i> ➤ <i>Plagiarism and Collusion Policy and Referencing Guidance</i>
RPL, Credit Transfer, Equivalence and Exemption	
The applicant must process learners' claims for recognition of prior learning, Credit Transfer, Equivalence and Exemption complying with EBMA's requirements.	
Moderation	
- The applicant must establish and maintain a process to effectively undertake the internal moderation where the assessment is marked by Centres and keeps records appropriately according to the EBMA's requirements. - The applicant must facilitate the external moderation and makes available the records of assessment and internal moderation to EBMA's External Moderator as required.	Internal Moderation Procedure

5. Continuous improvement

The applicant must establish and maintain arrangements to collect feedback from learners and staff to evaluate the quality of the delivery of qualifications, assessment and internal moderation against the centre stated processes, practices and procedures.

- Customer service statement
- Evaluation surveys