



CENTRE APPROVAL CRITERIA

September 2018

Thank you for your interest in delivering an IFA Qualification and becoming an IFA Approved Centre. We are delighted to guide you through the quality assurance process.

1. INTRODUCTION

The IFA is dedicated to delivering professional training through our quality assured Centres. Our quality assurance and vetting procedure aims to inform and uphold professional standards of practice and ensure universally consistent standards. To gain and maintain approval to offer Qualification(s), the Centre must meet and continue to meet the following approval criteria. The IFA will check that the Centre meets the approval criteria during inspection visits and during monitoring and supervision activities.

Templates for components of the criteria are available on the IFA website and for approved Centres forms to be used throughout approval can be found in the centre support area. If you have any questions please contact the Qualifications Officer office@ifaroma.org

2. MONITORING COMPLIANCE

The IFA will visit the Centre and review the evidence in support of the Centres application and undertake an inspection of the training venue. The IFA will review performance thereafter through examination results and onsite visits. All quality assurance visitations will be conducted by an IFA Quality Assurance Assessor.

3. FAILURE TO MEET CRITERIA BEFORE APPROVAL

During the inspection visit the IFA Quality Assurance Assessor will review all paperwork, resources and the training venue. If the Centre does not meet approval they will be provided with an action plan in order to comply within a specified time period that will allow the Centre reasonable opportunity to follow the action plan through. The Centre will not be granted approval until they comply with the approval criteria in full.

4. PROBATION

The Centre will be placed on probation for one (1) year after approval or until their first set of examination results. These results will highlight any areas that require improvement. The IFA may, at any time, request that teachers undergo further training if the IFA is concerned about their ability to appropriately deliver Qualification(s). Concerns will be communicated to the Centre owner and the probation period will either be extended or the Centre will be put back on probation. An action plan will be agreed and a specified time period that will allow the Centre reasonable opportunity to follow the action plan through.

If the Centre fails to remedy the action, which could ultimately undermine public confidence in our Qualification(s) or impede learner's performance, sanctions will be applied as per the Sanctions Policy.

Dependent on the severity of the breach or consistent failure to remedy actions, this may result in the Centres approved status being withdrawn.

5. ORGANISATIONAL STRUCTURE

	CRITERIA	EXAMPLES OF EVIDENCE (provide one or more)
A.	The Centre has defined roles and responsibilities for those involved in the delivery of Qualification(s).	<ul style="list-style-type: none"> Evidenced through a structural diagram i.e. key roles - centre owner, finance officer, administrator, principle tutor etc. Defined job descriptions Completion of Centre Application Form
B.	The Centre makes clear who will implement action plans and corrective measures should they arise.	<ul style="list-style-type: none"> Evidenced through structural diagram with clear lines of accountability Defined job descriptions Completion of Centre Application Form
C.	The Centre has procedures in place to ensure effective communication between staff and the IFA.	<ul style="list-style-type: none"> Agendas/Team briefing minutes Defined job descriptions Completion of Centre Application Form

6. STAFF

	CRITERIA	EXAMPLES OF EVIDENCE (provide one or more)
A.	The Centre has the necessary staff to effectively deliver Qualification(s)	<ul style="list-style-type: none"> Defined job descriptions Completion of Centre Application Form
B.	<p>The Centre has appropriately qualified staff i.e. person(s) who will be responsible for ensuring quality assurance.</p> <p>See Teacher Approval Criteria for specifications.</p> <p>Alternatively the Centre may search the Source a Teacher Register.</p> <p><i>NB. All examinations are conducted externally by IFA Examiners/quality assurance assessors, therefore invigilator and examiners qualifications are not required.</i></p>	<ul style="list-style-type: none"> IFA Membership number IFA Registered Teacher number CPD Portfolio CV's Records of supervision of staff i.e. principal tutor overseeing assistant and trainee tutors and an action plan including timescale of when they will progress to principal tutor status Any Sub-contractors signed agreements
C.	The Centre ensure teachers delivering IFA Qualification(s) at the Centre are continuously registered with the IFA as an IFA member.	<ul style="list-style-type: none"> IFA Membership number
D.	The Centre ensures its key staff engage in continual professional development to keep up-to-date with research and legislative developments in Aromatherapy and encompassing Qualification(s) units.	<ul style="list-style-type: none"> IFA Membership number CPD Portfolio Staff Handbooks

7. LEARNER EXPERIENCE

	CRITERIA	EXAMPLES OF EVIDENCE (provide one or more)
A.	The Centre has internal policies and procedures made available to learners, which are regularly reviewed and updated, including: <ul style="list-style-type: none"> • Appeals Procedure • Complaints Procedure • Equal Opportunities and Diversity Policy • Malpractice and Maladministration 	<ul style="list-style-type: none"> • Evidenced through documented procedures • Details of review procedure (sample template policies provided)
B.	The Centre provides sample teaching notes as per the Centre Application Form.	<ul style="list-style-type: none"> • Centre Application Form
C.	The Centre inducts learners about the Qualification(s) requirements, learner handbook, examination processes and procedures.	<ul style="list-style-type: none"> • Learner Handbook (provided) • Examination procedures (provided) • Qualification Overview (provided) • Contract between centre and learner (sample template provided)
D.	The Centre provides learners the opportunity to review their progress.	<ul style="list-style-type: none"> • Learner Evaluation Form • Feedback forms • Details of scheduled feedback meetings
E.	The Centre has a process of identifying learners with particular needs and applies it as per the IFA Reasonable Adjustment and Special Considerations Policy.	<ul style="list-style-type: none"> • Reasonable Adjustment and Special Considerations Policy (provided) • Details of equipment, material and facilities (checklist provided) • Student registration form (supplied)
F.	The Centre ensures learners are working in an environment that creates a realistic working environment to best prepare learners.	<ul style="list-style-type: none"> • Ambience, appearance, facilities etc. (reviewed upon inspection, checklist provided)

8. RESOURCES

	CRITERIA	EXAMPLES OF EVIDENCE (provide one or more)
A.	The Centre has Public Liability Insurance or any other necessary premises license or insurance.	<ul style="list-style-type: none"> • Copy of current certificate
B.	The Centre has the necessary equipment and resources appropriate for the delivery of Qualification(s).	<ul style="list-style-type: none"> • Records of facilities available i.e. text books, equipment etc. (reviewed upon inspection, checklist provided)
C.	The Centre is compliant with Health and Safety regulations and ensure the training premises is suitable before accepting learners with special requirements.	<ul style="list-style-type: none"> • Evidenced through Health and Safety Policy (sample template provided) • Maintenance registers (sample risk assessment template provided)

D.	The Centre has a planned schedule to ensure compliance with the stipulated guided learning hours (GLH).	<ul style="list-style-type: none"> • Scheme of Work (SOW), which will include duration of course delivery period/timetable; allocated contact teacher hours and self-study hours; lesson plan themes/content with reference to the relevant Qualification specifications; formative and summative tests and examinations. • Adjustment policy, which covers if something should go wrong i.e. if premises are rented, adjustments to timetables for learners who require additional support etc. • Contract between centre and learner (sample template provided)
E.	The Centre has the financial resources to support the Qualification(s) life cycle i.e. employing trainers etc.	<ul style="list-style-type: none"> • Previous Years Accounts • Business Plan

9. RECORD KEEPING

	CRITERIA	EXAMPLES OF EVIDENCE (provide one or more)
A.	The Centre has a process of enrolling learners to be registered with the IFA, a system of validating learner's credentials before enrolling applicants on Qualification(s) when a prerequisite is specified and identifying any special requirements.	<ul style="list-style-type: none"> • Defined job descriptions • Certification records • Student Registration Form (supplied) <p><i>NB. For new applicants the student registration form is provided in the centre area, which requires learner name, DOB, contact address, contact details, enrolment date, centre name, tutor name.</i></p>
B.	The Centre has a process for identifying and applying Recognition of Prior Learning (RPL).	<ul style="list-style-type: none"> • RPL and Exemption Policy (provided) • Staff Handbook • Record keeping of certificates (Record Retention and Disposal template policy provided)
C.	The Centre has a process for recording learner attendance	<ul style="list-style-type: none"> • Attendance form
D.	The Centre is compliant with the Data Protection Act and has a Data Retention Policy and Privacy Policy in place.	<ul style="list-style-type: none"> • Data Protection Policy (sample template provided) • Data Retention and Disposal Policy (sample template provided) • Privacy Policy (sample template provided) •
E.	The Centre has a policy for issuing and distributing examination certificates to learners.	<ul style="list-style-type: none"> • Details of who will distribute certificates to learners, timescale information, record sheet of dates issued if dispatched by post. • Completion of Centre Application Form (administrator details)

F.	The Centre has a process for managing and recording actual or potential conflict of interests and risk management.	<ul style="list-style-type: none"> • Conflict of Interest Policy (sample template provided) • Risk Management Policy (sample template provided) • Completion of Annual Conflict of Interest Record Form (provided)
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10. MONITORING PERFORMANCE

	CRITERIA	EXAMPLES OF EVIDENCE (provide one or more)
A.	The Centre has a process for evaluating learner performance.	<ul style="list-style-type: none"> • Coursework assignments • Mock examination papers and practical assessment reports
B.	The Centre uses valid and reliable assessment methods ensuring that all those entering Examination(s) have passed all internal mock examinations and compulsory coursework assignments.	<ul style="list-style-type: none"> • Coursework assignment schedule
C.	The Centre has a system of ensuring compliance with Qualification(s) delivery across its staff and sites.	<ul style="list-style-type: none"> • Additional site contract • Staff Handbook • Meeting Minutes • Email records if required
D.	The Centre has a process of internally reviewing its own performance, identifying any issuing and ensuring findings are acted upon.	<ul style="list-style-type: none"> • Appraisals • Meeting Minutes