



# RHS Centre Approval & Monitoring Criteria- Level 2 & 3

To gain and maintain RHS approved Centre status the following criteria must be in operation at all times and across all approved sites where RHS qualification programmes are delivered.

| 1. Leadership, Management Systems and Administrative Arrangements |   |  |
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|   | Criteria  | Additional guidance and possible sources of evidence which may be requested  |
| 1.1   | The aims, policies and procedures in relation to the qualification programmes are supported by senior management and understood by the staff involved in the delivery and preparation for examinations and assessments. | <p>The Centre can demonstrate that senior management and those involved in the qualification programme clearly understand and support aims, policies and procedures in relation to the qualification programme. Evidence could include:</p> <ul style="list-style-type: none"><li>- Roles and responsibilities of all staff involved in delivery, and examination and assessment preparation for RHS qualification programmes (across all sites) are defined and clearly understood:</li><li>- Organisation Chart</li><li>- Defined job descriptions</li><li>- Named person(s) responsible for registration and claiming results of learners for RHS qualification programmes</li><li>- Named person(s) responsible for Examinations and Assessments</li><li>- Named person(s) responsible for Finance</li><li>- Named person(s) responsible for Quality</li><li>- Named person(s) responsible for leading the team of Tutors/ Course delivery.</li><li>- Lines of accountability in relation to the delivery, examination and assessment preparation, and</li></ul> |



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1.3 A commitment the centre has the financial resource in place to successfully deliver and prepare for examinations and assessment of RHS qualification programmes, and notifies RHS on a timely basis of any changes to the centres financial status which may affect delivery and/or



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| 1.5 | <p>A process is in place to notify RHS Qualifications of any changes in relation to the delivery of the qualification programme and examination and assessment preparation which may affect the centre's ability to meet RHS centre approval criteria, this includes staff changes.</p>   | <p>The centre can demonstrate there's a documented process in place to notify RHS Qualifications and is clearly understood by all staff:</p> <ul style="list-style-type: none"> <li>- Documented process of notifying RHS Qualifications</li> <li>- Record of communication with RHS Qualifications</li> <li>- Process for expansion of RHS qualification programme delivery, examination and assessment preparation (additional qualification programmes or sites).</li> </ul> |
| 1.6 | <p>There are procedures in place to ensure effective communication between all staff involved in the delivery of RHS qualification programmes and examination and assessment preparation, amongst all staff both horizontally and vertically (including staff who work remotely and/or at satellite sites).</p>   | <p>The centre is able to confirm effective communication channels are in place:</p> <ul style="list-style-type: none"> <li>- Internal intranet</li> <li>- Email circulation</li> <li>- 1:1 meetings</li> <li>- Agendas and minutes of team meetings</li> <li>- Evidence of standardisation meetings</li> <li>- Records of relevant action plans</li> <li>- How the delivery requirements of qualification programmes are disseminated across teams and sites.</li> </ul>        |
| 1.7 | <p>A formal agreement is in place where:</p> <ul style="list-style-type: none"> <li>- the delivery of RHS qualification programmes</li> <li>- examination and assessment preparation, or</li> <li>- examinations or assessments</li> </ul> <p>take place away from the main site, or satellite sites or delivery is provided by a third party organisation.</p> | <p>Details of formal collaboration between the centre and third party organisation/satellite sites and people involved:</p> <ul style="list-style-type: none"> <li>- Formal contract between both parties</li> <li>- Evidence that each party clearly understands roles and responsibilities regarding RHS qualification programme delivery and examinations and assessment preparation at all sites.</li> </ul>  |





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| 2. Resources |                         |   |
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|              | Criteria                | Additional guidance and possible sources of evidence which may be requested |
| 2.1          | There are appropriately |   |



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| 2.3 | There are arrangements in place with staff involved in the delivery of RHS qualification programmes and examination and assessment preparation who are sub-contracted. | The |
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| 2.8 | External examinations and assessments are conducted in accordance with RHS Qualifications procedures. | The Centre can demonstrate robust systems are in place:<br><br>-G[ 0 1 243.s5(catio)3(ns p)10(r)-3(occe)3(du)3 g0 G[ )]TÆTQ EI |
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| 3. Learner Support and Qualification Programme Delivery |   |  |
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|   | Criteria  | Additional guidance and possible sources of evidence which may be requested  |
| 3.1   | Information, advice and guidance about the qualification programme and examination and assessment preparation is provided to potential learners and learners enrolled on an RHS qualification programmes.         | <p>The centre can demonstrate the following sources are suitable:</p> <ul style="list-style-type: none"><li>- Learner handbook and induction process</li><li>- Learner access to relevant policies e.g. appeals/ complaints</li><li>- centre website</li><li>- centre Intranet</li><li>- Details of support services available</li><li>- Contract between centre and learner for the RHS qualification programme undertaken.</li></ul> |
| 3.2   | Learning materials used for teaching RHS qualification programmes and examination and assessment preparation are developed, updated regularly and include full coverage of the latest qualification specification |  |



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| 3.4 | Sufficient teaching, examination and assessment preparation time has been allocated to ensure effective and efficient delivery of RHS qualification programmes. | <p>The centre can demonstrate that suitable documented processes are in place for teaching, examination and assessment preparation for RHS qualification programmes:</p> <ul style="list-style-type: none"><li>- Programme delivery schedule (per qualification specification) which maps clearly how resources, class activities and self-study will be used to ensure all topics in the specification are successfully covered.</li><li>- Programme timetable demonstrating sufficient time has been allocated to teaching, examination and assessment preparation to meet qualification specification GLH/TQT requirements</li><li>- Timetabling to prepare learner for RHS examinations and assessments is made available</li><li>- Evidence of using feedback to adjust time provided for RHS qualification</li></ul> |
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| 3.8 | Promotion of RHS qualification programmes leading to regulated qualifications are clear, accurate and not misleading | The centre can demonstrate robust documented systems in place for: <ul style="list-style-type: none"><li>- Correct use of RHS Approved centre logo</li><li>- Evidence of all qualification programme promotional materials is clear, accurate and not misleading.</li></ul> |
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