

# ARC Training Consortium Service Level Agreement



(Service Level Agreement for the provision of NVQ qualifications)

Nature of Service	Detail	Performance	
		Partner	ARC
<b>Registration</b>	Processing of registrations.	<ul style="list-style-type: none"> <li>Identify potential NVQ candidates and award – assessor, Internal Verifier of Health &amp; Social Care.</li> <li>Ensure NVQ candidates agree registration.</li> <li>Provide accurate and complete information about each candidate to the ARC Training Consortium NVQ Centre on the E1 form. Ensure a current CV is also submitted by A1 and V1 candidates.</li> <li>Pay invoices on time to meet costs identified on the ARC Training Consortium (current) NVQ price list.</li> </ul>	<ul style="list-style-type: none"> <li>Invoice for appropriate price.</li> <li>Register candidate within 3 weeks of receipt of information and payment of invoice.</li> <li>Maintain centre records and NVQ database.</li> </ul>
<b>Training</b>	Deliver Assessor and Internal Verifier Training (A1 and V1).	<ul style="list-style-type: none"> <li>Liaise with ARC regarding location of training and availability of staff.</li> <li>Candidates to receive and read pre-course materials.</li> <li>Release candidates for training.</li> </ul>	<ul style="list-style-type: none"> <li>Set up and deliver training.</li> <li>Send out pre-course materials.</li> <li>Inform candidate of training dates.</li> <li>Keep CVs (Assessor and Internal Verifier) on file as required by the awarding body.</li> </ul>
<b>Support and assessment.</b>	Workplace visits. Provide assessment and Internal verification.	<ul style="list-style-type: none"> <li>Ensure that Assessor and Internal Verifier candidates attend NVQ induction/ training days, accompanied by a relevant NVQ care candidate when required.</li> <li>Ensure NVQ candidates have time to gather evidence and work on their portfolio.</li> <li>Enable all candidates to prepare for and provide opportunities for direct observation.</li> <li>Ensure portfolios are available for assessment, internal and external verification.</li> <li>Provide countersigning assessor for the Health &amp; Social care candidates units where possible.</li> <li>Provide Internal Verifier for the Health &amp; Social care awards where possible.</li> </ul>	<ul style="list-style-type: none"> <li>Provide support for A1, V1 and Health &amp; Social Care candidates during training days and workplace visits.</li> <li>Provide direct observation of Assessor and Internal Verifier candidates and complete assessment records.</li> <li>Provide countersigning assessor for candidates units where this cannot be provided.</li> <li>Provide ongoing assessment for the Assessor and Internal Verifier awards.</li> <li>Provide summative assessment of A1 &amp; V1 portfolios.</li> <li>Provide feedback.</li> </ul>
<b>Internal Verification</b>	Workplace visits and desk based Internal Verification.	<ul style="list-style-type: none"> <li>Ensure that all candidates portfolios are provided for Internal verification.</li> <li>Ensure all active assessors and IVs meet quality assurance requirements of annual CPD review/ plan and observation of assessor/IV practice.</li> </ul>	<ul style="list-style-type: none"> <li>Provide Internal Verification as per ARC Training Consortium NVQ Centre, IV strategy and QCA code of NVQ practice requirements. Including sampling observations. CPD reviews. Standardisation</li> <li>Give written feedback to NVQ assessors.</li> </ul>

Nature of Service	Detail	Performance	
		Partner	ARC
<b>External Verification</b>	Arrangement for external verification of the awards by the awarding body.	<ul style="list-style-type: none"> <li>Ensure that candidates, assessors, internal verifiers and portfolios are available for external verification if required.</li> </ul>	<ul style="list-style-type: none"> <li>Provision of portfolios and personnel for external verification as required by the EV plan.</li> <li>Provision of accurate information to the External Verifier to enable a fair EV plan to be produced.</li> </ul>
<b>Completion and certification</b>	Arrange for certification of units or award.	<ul style="list-style-type: none"> <li>Submit copy of completed Unit Declaration Sheet, ELS sheets and plan/review/ feedback sheets to have a unit certificated by the Awarding Body.</li> <li>Receive certificate on completion of award.</li> <li>Submit portfolio to ARC Development Officer for summative internal verification prior to being sent to NVQ Centre for claiming.</li> </ul>	<ul style="list-style-type: none"> <li>Register unit/s or award with Awarding Body.</li> <li>Maintain candidate records.</li> <li>Administer any funding as required.</li> </ul>
<b>Maintaining assessor and internal verifier. Competence and currency of practice and other Quality Assurance requirements</b>	Work based assessment and internal verification.	<ul style="list-style-type: none"> <li>Ensure all NVQ assessors and internal verifiers maintain currency of competency by completing annual CPD activities, attending standardisation and Quality Assurance activities and being observed in practice meeting the standards of A1 or V1.</li> <li>Follow NVQ Centre Policies and Procedures.</li> <li>Ensure optimum use of workplace visits by ARC Development Officers to ensure appropriate assessment and I.V activities take place, such as: <ul style="list-style-type: none"> <li>- Sampling of portfolios.</li> <li>- Observation of candidates.</li> <li>- Observation of Assessors.</li> <li>- Observation of Internal Verifiers.</li> <li>- Assessor and Internal Verifier CPD reviews.</li> </ul> </li> <li>Inform ARC of any changes to Assessor/IV personnel, ie, leavers/ new starters.</li> <li>Ensure at least one workplace visit occurs each year where there are active candidates.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor currency of assessment and internal verification.</li> <li>Provide Standardisation and Quality Assurance events.</li> <li>Provide CPD reviews and observations of practice when required.</li> <li>Provide NVQ Policy and Procedures to meet QCA and Awarding Body national requirements.</li> <li>Provide a service to organisations including – advice and support to Assessors, IVs and candidates, such as: <ul style="list-style-type: none"> <li>- Sampling of portfolios.</li> <li>- Observation of candidates.</li> <li>- Observation of Assessors.</li> <li>- Observation of Internal Verifiers.</li> <li>- Assessor and Internal Verifier CPD reviews.</li> </ul> </li> <li>Support Assessors and Internal Verifiers and Candidates.</li> <li>Support/provide Assessor and Internal Verifier meetings and Standardisation activities.</li> <li>Monitor NVQ activity and ensure fair access and progression is maintained for candidates.</li> </ul>

ARC Training Consortium Manager Signature \_\_\_\_\_

Name of Training Budget Holder (within Provider Service) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_