



Centre recognition application process

Document version history

Version Number	Date	Description
1	2019	- document created
2	December 2021	- entire process updated to new MIA Portal process - branding updated

Contents

Section 1 - Centre recognition	1
Section 2 - How to apply	2
Section 3 - Set up your centre details	3
Add sites	3
Add users/contacts	4
Section 4 - Complete the application	6
Application	6
Policies and procedures	7
Centre agreement (<i>includes customer code of conduct</i>)	9
Section 5 - Submit your application	10
Section 6 - What happens next	10
Help and support	10
Appendices and links	11
Appendix 1 - Process flowchart	12

Centre recognition

AIM **MUST** ensure that centres delivering our qualifications meet the standards required by our regulators to protect the integrity of nationally regulated qualifications.

The centre recognition application helps us to make a decision about the ability of the applying centre to meet our requirements for recognised centres. We carry out due diligence of all centres that apply to become an AIM centre.

This document provides guidance on how to complete your application and what the implications are for you as a centre when signing the centre agreement document. Please read the '[Being an AIM Centre](#)' guide before completing your application. If you have any queries about the requirements or application process, please contact to our customer experience team on [01332 341822](tel:01332341822) or email enquiries@aimgroup.org.uk.

How to apply

Stage one

Visit www.aimgroup.org.uk/centre-application where you will find the initial application web form. **You will need to complete all fields in order to proceed.**

Please provide the following information:

Organisation name	A centre is defined as an organisation accountable to an awarding organisation for the assessment arrangements leading to the award of a qualification or unit accreditation. This is the name that will appear on your learners' certificates.
Address, postcode, email address and telephone number	This is the main address of your organisation. You will have the opportunity to add any additional delivery addresses and contacts in stage two of your application.
Initial Super User	This will be the person given access to the system to complete the application.

Stage two

On receipt of your initial web application, we will complete initial due diligence before setting up an account for you on our **MIA portal**. Once your account has been created you will receive a system generated email detailing the system URL (miaportal.org.uk) and your individual log in details.

If you do not receive these details **within two working days**, please email: applications@aim-group.org.uk

Stage three

Complete the application for new centre recognition in the MIA portal. Once approved we will send you an invoice for payment.

Stage four

Meet with your designated centre lead.

Stage five

Congratulations, you are now an approved AIM centre and will receive a welcome pack and a centre recognition certificate.

Set up your centre details

When you log in to the AIM MIA Portal for the first time you will be asked to change your password. Once you have done this, **you will be taken to the homepage below.**

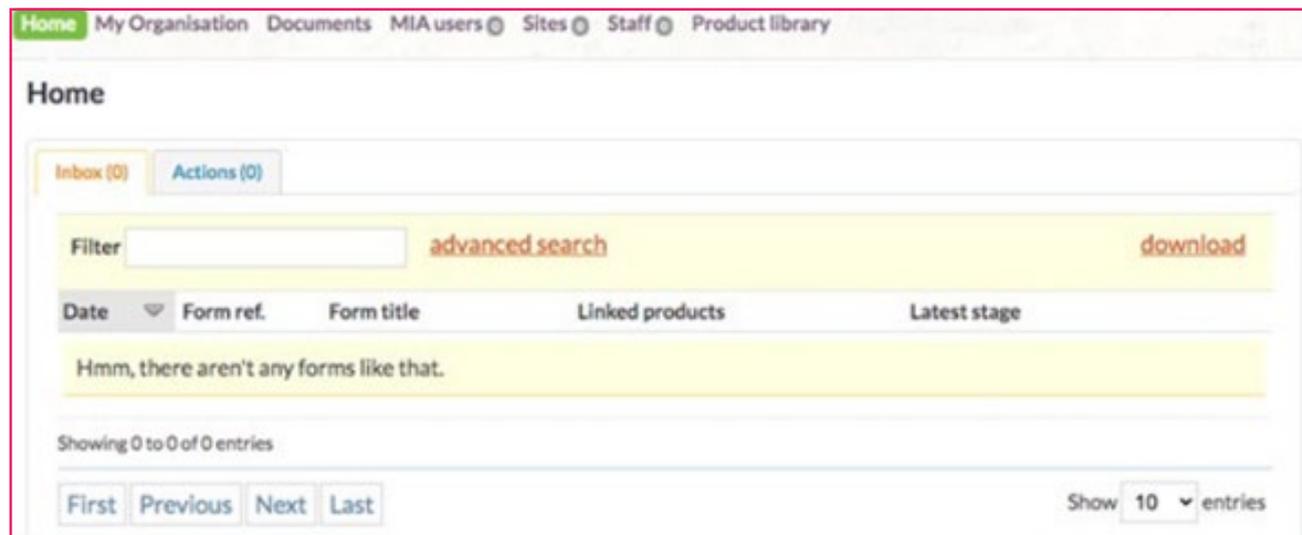


Figure 1 Snapshot of MIA homescreen

From this screen you can add additional delivery sites, your users, and begin your centre recognition application form.

Add sites

If delivery will take place on a site other than at the main address provided, you will need to add this to your account. It is advisable to complete this task before commencing with the centre recognition application form. Click on the **'Sites'** tab at the top of your home page. Click on **'Add a site'** and complete the details.

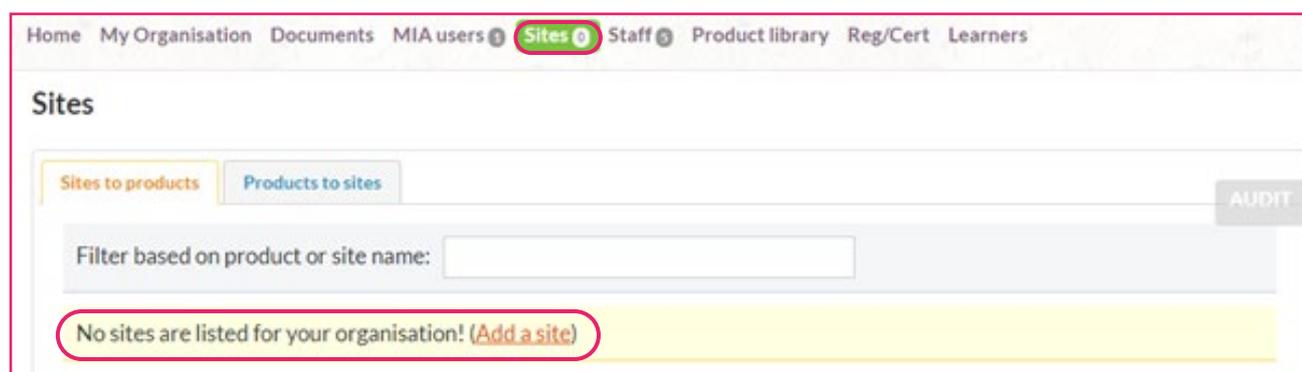


Figure 2 Snapshot of MIA sites tab

Please note: the main centre is responsible for the quality assurance, teaching, learning or assessment activities of any satellite centres/delivery sites.

Add users/contacts

In order to ensure a smooth and effective working relationship you should allocate members of staff to **carry out the following roles:**

Head of organisation

The head of the organisation, eg chief executive/principal/headteacher.

Overall quality manager/director

This will be the person with overall responsibility for ensuring compliance with our requirements for recognition. They will be expected to liaise with an AIM centre lead on an annual basis to ensure that all aspects of compliance and any identified issues are addressed.

Curriculum development contact

This is the person with overall responsibility for curriculum planning and development within your centre. We recognise some larger centres may have multiple users with this role title. They **MUST** ensure that courses submitted to AIM have been through an appropriate internal course approval.

Quality assurance contact

This person is accountable for the quality assurance and management of components/units and qualifications.

Key responsibilities include:

- internal quality systems including internal verification, standardisation, response to quality assurance reports and annual reviews
- ensuring the initial training and updating of staff involved with internal quality systems, including direct claims verifiers
- ensuring the regulations for qualifications are met eg security of external/internal assessments
- liaising with AIM quality and compliance staff
- ensuring the Centre is represented at standardisation events and that samples of learners' work is made available
- arranging external verification

Administration/examinations contact

This person will likely have the most regular contact with our customer experience team.

Key responsibilities include:

- ensuring accurate and prompt completion of administrative forms/processes
- submitting learner registrations within specified time frames via the AIM Portal
- liaising with AIM staff and forwarding necessary documents to tutors and other staff
- maintaining accurate records of all course and learner registrations
- ensuring the secure transmission of details of assessment outcomes to the awarding organisation via the AIM Portal
- ensuring the prompt distribution of certificates to learners

Finance contact

The first contact AIM will have with your named finance contact is when we issue the centre recognition invoice. Your application for centre recognition will not proceed until the centre recognition invoice has been paid so it is a good idea to let them know an application has been submitted so they are expecting the invoice. Please provide a purchase order number at the time of your application if that is your centre's system.

Key responsibilities include:

- ensuring timely payment of invoices
- liaising with AIM finance staff

It is advisable to complete this task before commencing with the centre recognition application form. Click on the '**MIA users**' tab at the top of your home page. Click on '**Add a MIA user**' and complete the details.



Figure 3 Snapshot of MIA users tab

Complete the application

When you are ready to begin your application for centre recognition, select **'Application for AIM centre recognition'** from the **'Start a new...'** menu on the right-hand side of your home page.

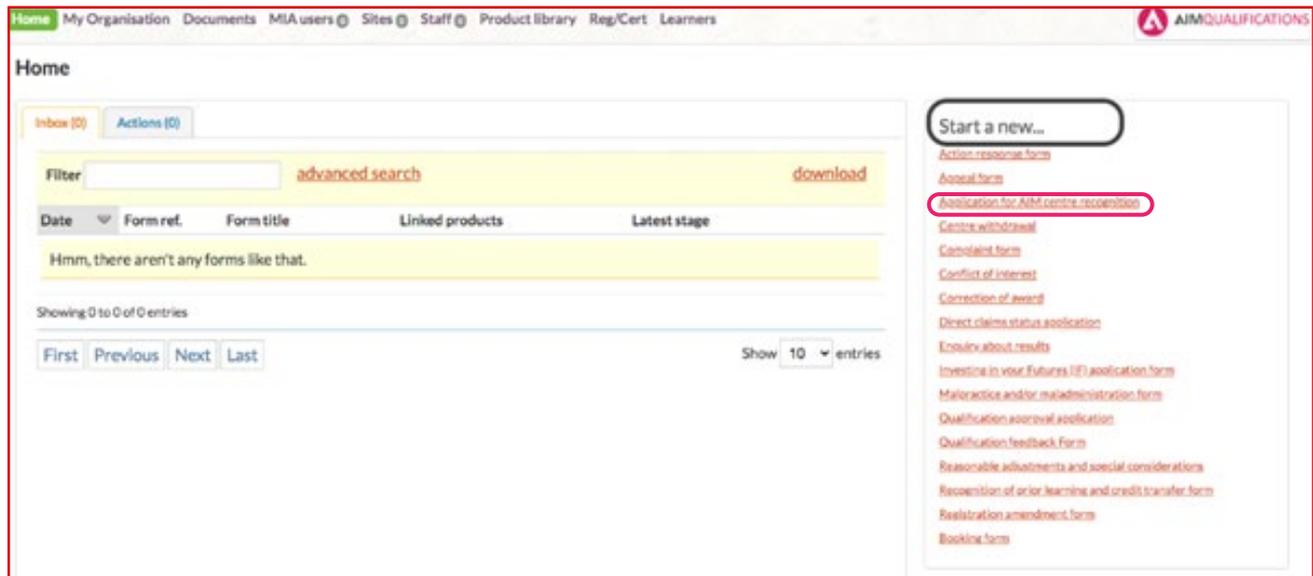


Figure 4 Snapshot of MIA form menu

There are **three sections** you need to complete within the form:

1. Application
2. Policies and Procedures
3. Centre Agreement

Application

Click on the application section then click on work on this section. Complete all fields with as much information as you can provide.

You will be asked questions about your centre's history, experience and purpose including experience of delivery and assessment of accredited learning.

You will also be asked about the type of centre you are, your intended provision and learner numbers.

Policies and procedures

Centres **MUST** submit all of the policies and procedures in the list below alongside their application. Centres **MUST** develop and follow policies and procedures that reflect their operating circumstance and extent of curriculum offer as well as meeting our requirements.

All policies MUST be provided at the time of your application or your application will be rejected.

A brief description of the policies/procedures you must submit is provided below:

a) Appeals procedure for candidates

An appeal is a procedure through which a Centre may be challenged on the outcome of an enquiry about results or, where appropriate, other procedural decisions affecting an individual learner.

Please note: AIM does not arbitrate in cases of dispute between learners and centres.

b) Complaints procedure

A complaint is where a criticism of the services a Centre provides is received. Your procedure should set out when a reply should be expected, who will handle the complaint and what the outcome might lead to.

Please note: AIM does not arbitrate in cases of dispute between learners and centres.

c) Conflict of interest policy and procedure

It is not uncommon for centres to have conflicts of interest. Your policy should outline what those conflicts could be. Your procedure should include how you will disclose any actual or perceived conflict of interests to us and what steps you will take to manage those conflicts.

d) Equal opportunities and diversity policy

This should:

- state your values about equality and diversity (fairness) and how they will be put into practice
- show your learners, staff, potential recruits and customers that you are serious about fairness **and help them understand:**
 - what behaviour you expect and what is not acceptable
 - what they can expect of you

e) Examinations procedure

(for centres planning to offer qualifications with an invigilated assessment)

You must have in place a procedure for the administration and security of examinations if seeking approval to offer qualifications which include examinations and multiple choice questions (MCQs). Your policy should comply with the requirements set out in our [Invigilation guidance for AIM external assessments](#) guide.

f) Internal quality assurance policy and procedure

An effective internal quality assurance (IQA) system ensures assessment practices and decisions are regularly reviewed and evaluated to ensure the validity of the award of qualifications and components/units. Your IQA policy must incorporate detail on verification of assessment tasks, your strategy for sampling assessed work, standardisation of assessors and observation of assessment practice.

g) Malpractice procedure

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates. Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.

Failure to deal with identified issues may in itself constitute malpractice. You must have a policy that sets out how you will identify, investigate and deal with any identified or potential malpractice or maladministration.

h) Organisation structure

You must provide an explanation of the structure of your organisation demonstrating lines of authority.

i) Reasonable adjustments and special considerations policy

You must have in place a policy and procedure for identifying and working with learners who are eligible for reasonable adjustment and/or special consideration in assessments.

j) Recognition of Prior Learning (RPL) policy

You must have processes in place to enable staff to work with learners to consider prior learning at the start of their course and have it taken into account as part of their learning programme where appropriate.

k) Learner registrations procedure

The procedure will need to set out the arrangements for learner registrations that your Centre intends to operate. Included in this procedure **you must ensure:**

- the identity of learners is verified to ensure that the award of credit and qualifications are valid.
- you have considered the need for Disclosure and Barring Service (DBS) checks for individuals working with children and adults.
- your centre has a procedure for obtaining a unique learning number (ULN) for learners. For more information on how to obtain a ULN please visit:
www.gov.uk/government/publications/lrs-registration-documents

Centre agreement (includes customer code of conduct)

The centre agreement reflects the requirements of our regulators to have a written and enforceable agreement with centres to ensure regulatory compliance of centre recognition, and the QAA licensing criteria.

The centre agreement, and the conditions within it, will be monitored as part of AIM's ongoing quality assurance of recognised centres. The points within the agreement are generally straight forward but if you are unsure about any of them please, contact the AIM customer experience team.

The AIM Customer Code of Conduct outlines how we will work together as centre and awarding organisation. You are advised to read the code of conduct before submitting the application form and make it available to all staff who will be working with us.

By clicking yes you are agreeing to abide by the terms and conditions as detailed in the AIM centre agreement and the Customer Code of Conduct. The AIM centre agreement is stored in the '**Documents**' section of your MIA portal. Please note the points within the agreement are non-negotiable and amended versions will not be accepted.

Submit your application

Once you have completed all sections click **'Return to the Form Overview'** then select **'Submit application to AIM'**. If you have missed any mandatory questions or sections you will be prompted to complete these before the system will allow you to submit. Once successfully submitted your application form will then arrive in the AIM MIA inbox.

What happens next

On receipt of your completed application we will carry out an initial review to make sure we have all the information we need. If for any reason we are unable to proceed with your application we will return the form to you through MIA with an explanation.

If your application successfully passes our initial review stage an invoice for centre recognition will be issued. You will be required to pay the centre recognition invoice before we proceed to the next stage.

On receipt of the centre recognition fee you will be assigned a centre lead who will conduct a further review of your application and policies and arrange an interview with you to discuss your application in more detail.

Once the interview is completed, the centre lead will make a recommendation to the quality assurance manager to **accept, accept with actions, or reject** your application. If the recommendation is to accept your application, we will email you to confirm this and provide details of your AIM account team.

Help and support

If at any point during the centre recognition process you require assistance please contact our customer experience team on [01332 341822](tel:01332341822).

Appendices and links

Select an appendix or link from the list below to view the document.

Useful Links

Link 1 - [AIM Centre handbooks and forms](#)

Link 2 - [AIM website](#)

Link 3 - [Being an AIM centre guide](#)

Link 4 - [Centre application web form](#)

Link 5 - [How to register on the Learning Records Service \(GOV.UK\)](#)

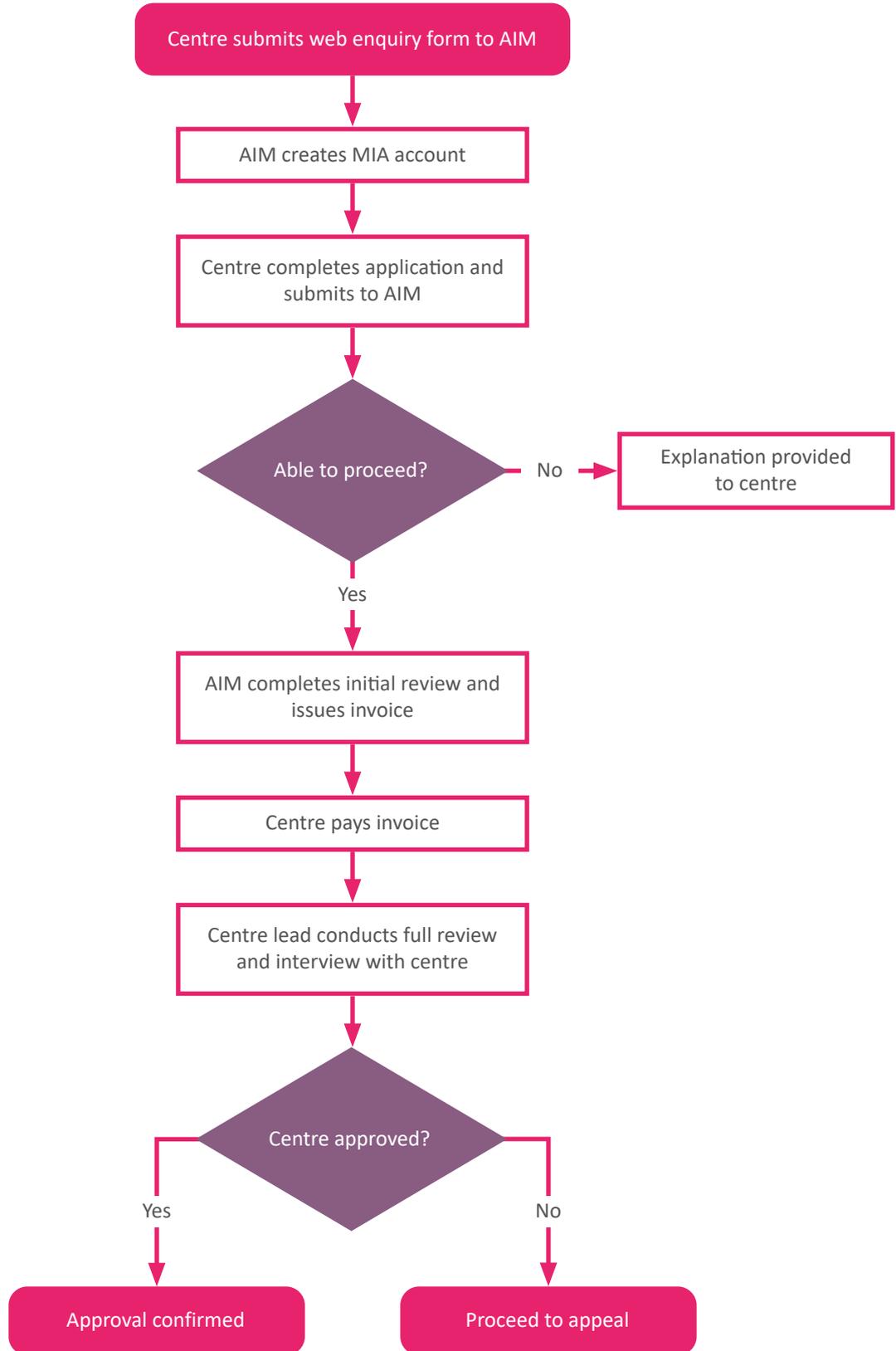
Link 6 - [Invigilation guidance for AIM external assessments guide](#)

Link 7 - [MIA Portal](#)

Appendices

Appendix 1 - [Process flowchart](#)

Process flowchart





AIM

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