



**Guidance for completing the AIM Centre  
Recognition application process**

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## Version History

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### 1. Introduction

Welcome to the centre guide for completing the AIM Centre Recognition application process. This guide is designed to support you to navigate your way through the centre approval process. The guide provides an overview on each key step of the approval process, including screenshots and step-by-step guidance on how to complete the automated application form. You will also find advice and guidance on the documents and information required to meet centre recognition requirements, along with useful links and contact details for key members of the AIM Approval team.

### 2. Centre recognition

AIM must ensure that centres delivering our qualifications comply with specific standards to meet the requirements of our regulators and protect the integrity of regulated qualifications. The Centre Recognition application process allows AIM to make an informed decision on the ability of centres to meet our requirements; this includes completing due diligence for all centre applications.

This document provides guidance on how to complete your application and the implications of signing the Centre Agreement. Full details on [Becoming an AIM centre](#) can be found under our policies and guide's section: [Policies, Forms and Guidance](#)

If you have any queries about the requirements or application process, please contact our Business Development team [businessdevelopment@aimgroup.org.uk](mailto:businessdevelopment@aimgroup.org.uk).

### 3. Centre application process

To become an AIM centre, you will be required to complete the automated Centre Application Form on Quartzweb. This can be accessed from our website here: [Become an AIM Centre](#).

To register your interest in becoming a centre, you are required to complete and submit a form providing contact details, please ensure this form is completed accurately to allow Quartzweb to create a centre account for your centre. This includes providing your main site address in the form. Please see below.



## Centre Approval Process

### Becoming an AIM Qualifications and Assessment Group Recognised Centre

Our Centre Recognition process considers the quality assurance arrangements, resources, and general functioning of your organisation. This enables us to make a decision on whether your centre meets the regulatory requirements to deliver AIM Qualifications and Assessment Group provision.

Before applying for AIM Qualifications and Assessment Group Centre Recognition, we recommend you read the guidance for Centre Recognition Application and the Centre Recognition and Qualification Approval Policy

Please complete the form below with your centre details. Once you have submitted this form, the email address given will be emailed login details for the Portal, where you are required to complete the full centre application and submit the following policies:

1. Assessment and Internal Quality Assurance Policy/Procedure
2. Registration and Certification Policy
3. Recognition or Prior Learning Policy/Procedure
4. Examination and Invigilation Policy (if applicable)
5. Reasonable Adjustments Policy/Procedure
6. Equality and Diversity Policy
7. Safeguarding Policy
8. Appeals Policy/Procedure
9. Complaints Policy/Procedure
10. Conflict of Interest Policy/Procedure
11. Malpractice and Maladministration Policy/Procedure
12. Distance Learning/Online Learning Policy (if applicable)
13. Organisation Structure

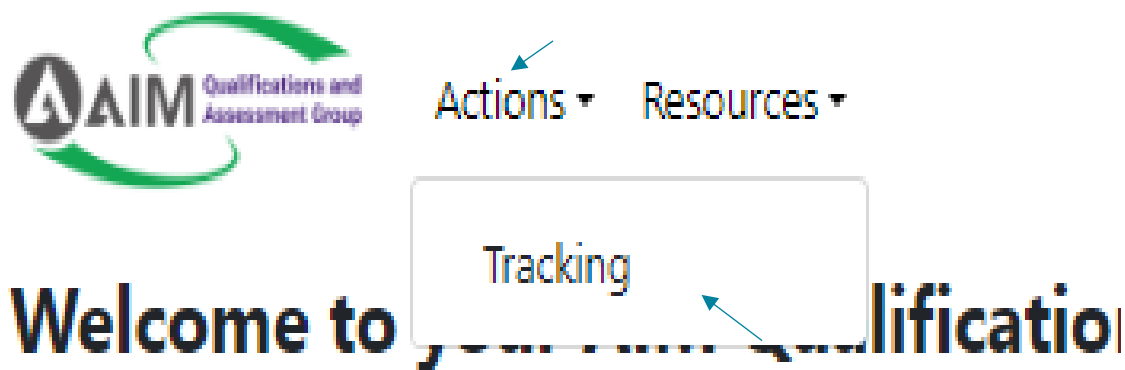
If you need assistance in completing your application, please contact the Customer Experience Team on 03330 348833.

Personal Details	Organisation Details
Title	Centre Name *
<input type="text"/>	<input type="text"/>
Forename *	Type *
<input type="text"/>	Adult Education Centre
Surname *	Phone *
<input type="text"/>	<input type="text"/>
Job Title	Site Name
<input type="text"/>	<input type="text"/>
Phone	Address Line 1
<input type="text"/>	<input type="text"/>
Email *	Address Line 2
<input type="text"/>	<input type="text"/>
Verify Email	Address Line 3
<input type="text"/>	<input type="text"/>
Enter, and verify, a password which you would like to use.	Address Line 4
Password * <input type="text"/>	<input type="text"/>
Verify Password * <input type="text"/>	Address Line 5
	<input type="text"/>
	Postcode
	<input type="text"/>
	Country
	-- Not yet set --
	Website
	<input type="text"/>

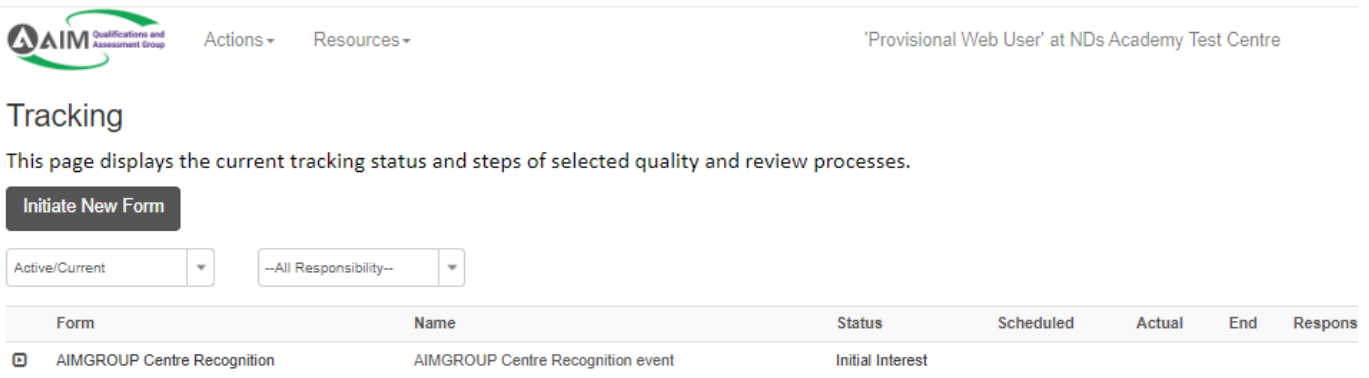
On submission of the above initial form, you will receive an email from Quartzweb providing a link to your Quartz account. You will also receive a separate email providing your username. This username alongside the password you provided in the above form, will be required to access your Quartz account. However, your initial login to Quartz can be completed by clicking the link within the initial email received. Your Quartz account is the Management Information System (MIS) used by AIM, it is used to record centre activity, register and claim your learners, access documents and reports; it is your AIM account. Guidance on Quartz can be found here: [Quartz portal](#).

After you have logged into Quartzweb, to continue with your centre recognition application, please click on 'Actions', and then select 'Tracking' from the dropdown menu. Please see screenshots below.

If you experience any issues logging into the portal, please contact – [enquiries@aimgroup.org.uk](mailto:enquiries@aimgroup.org.uk)



From the available forms section, please click on 'AIMGROUP Centre Recognition'.



AIM Qualifications and Assessment Group | Actions - | Resources - | 'Provisional Web User' at NDs Academy Test Centre

### Tracking

This page displays the current tracking status and steps of selected quality and review processes.

[Initiate New Form](#)

Active/Current | --All Responsibility--

Form	Name	Status	Scheduled	Actual	End	Respons
<input checked="" type="checkbox"/>	AIMGROUP Centre Recognition	AIMGROUP Centre Recognition event				Initial Interest

When you have provided the information on Provision Type, UKPRN, VAT Registration, Companies House and Charities commission numbers, and provided your centre certificate address (if different from your main site), you will receive a courtesy call from our business team.

The Business Growth Manager will discuss your plans and answer any questions you may have, they will also provide an overview of the Centre Recognition process. Please feel free to contact your Business Growth Manager at any time in the process, they will support you throughout the Centre Recognition process and provide guidance on centre and qualification requirements and approvals.

When you are ready to continue with the application, the Business Growth Manager will provide guidance on the next steps.

### Next Steps: Centre Recognition on Quartzweb

To move forward with your Centre Recognition application, please log in to your Quartzweb account using your original username and password. Once logged in, follow these steps:

1. Click on **Actions** in the main menu.
2. Select **Tracking** from the drop-down menu.
3. Open the **Centre Recognition** event.

Here, you'll be prompted to provide key information needed to support your Centre application. Rest assured, we only ask for details and documents that are essential for meeting regulatory requirements. We've streamlined the process to make it simple and user-friendly, ensuring it's as efficient as possible without unnecessary complexity.

### 3.1 Completing the automated application form

Please note, if you experience any difficulties whilst completing the following steps, please contact [quality@aimgroup.org.uk](mailto:quality@aimgroup.org.uk) and a Quality Lead will contact you to provide support.

As you work through the onscreen application form, you will be asked to provide the following responses. Your responses will be recorded within the application, allowing you to track your progress. Please ensure you read each question carefully, including the guidance provided in each response box.

#### Confirmation on whether you will be:

- Delivering at additional delivery sites
- Delivering and /or based overseas
- Subject to external inspection (Ofsted etc) - please provide details in the comments box
- Working in partnership with other organisations

### You will be asked to comment on:

- What advice and guidance you have received from an AIM representative for your application
- Your main reason for choosing to work with AIM
- Centre description - this is your opportunity to tell us about your centre's history, experience, resources, facilities and operation. The information in this section is fundamental in making a decision about your centre's ability to meet the requirements of centre recognition.
- Your staffing arrangements, to include management of provision, tutors, assessors and internal quality assurance staff
- The academic and pastoral support provided for your learners
- The marketing strategies applied to recruitment
- Enrolment process and induction process for learners
- Details of progression to higher education qualifications (if relevant)
- Arrangements for course monitoring and evaluation
- Centre Quality Improvement Plan (QIP)
- Number of learners you expect to register annually
- Funding arrangements for your learners

### 3.2 Centre experience with other awarding organisations

If you are already working with another awarding organisation, it will be expected you will already have appropriate and tested procedures in place, however we will still conduct a full review of your centre to ensure you can meet our requirements. Please provide the following detail:

- Details of any other awarding organisations you are working with
- Confirm whether you have any current sanctions issued by a recognised AO/AVA, if yes please provide details
- Have you ever been refused approval by a recognised awarding organisation
- Have you ever had your approval withdrawn by a recognised awarding organisation

Answering 'yes' to the above questions regarding sanctions, withdrawal or refusal of Centre Recognition, will not necessarily prevent you from gaining approval with AIM, but we may need to ask additional questions before making a decision.



### 3.3 Key contacts

To ensure a smooth and effective working relationship, we kindly request the names and contact details of individuals in the following key roles. These details must be included in the automated application form.

If all staff are based at the same location, there's no need to fill in the address fields for each individual.

The specific roles for which staff contact details are required are listed below:

- **Head of organisation** - Chief Executive/Principal/Head Teacher
- **Quality manager** - person with overall responsibility for ensuring compliance with our requirements for recognition. They will be expected to liaise with AIM on an annual basis to ensure that all aspects of compliance and any identified issues are addressed. Their responsibilities should include overall management of the Internal Quality Assurance of AIM qualifications.
- **Curriculum development contact** - person with overall responsibility for curriculum planning and development within your centre. They must ensure that courses submitted to AIM have been through an appropriate internal course approval.
- **Finance contact** - The first contact AIM will have with your named finance contact is when we issue the centre with the initial centre recognition invoice. Your application for centre recognition will not proceed until this 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.
- **Access to HE contact** - if relevant.
- **Administration contact** – person who will need access to the Quartzweb to register learners, schedule examinations and claim certification.
- **Centre contact** – a main point of contact for AIM
- **Certificate contact** – a main point of contact for certification queries

Please note that the above contacts can be the same person with duplicate roles. Having these roles confirmed ensures your centre and AIM have an open line of communication, supporting a collaborative relationship.

### 4. Completing the final elements of the automated application form

Once you have completed the questions in the online application, you will be prompted to upload your centre's policies and procedures for review. Below is the list of required documents:

- Reasonable Adjustments policy/procedure
- Equality and Diversity policy
- Safeguarding policy
- Assessment and Internal Quality Assurance policy
- Registration and Certification policy
- Recognition of Prior Learning policy
- Examination and Invigilation policy (if appropriate)
- Distance/Blended Learning policy (if appropriate)
- Malpractice and Maladministration policy
- Organisation Structure
- Appeals policy
- Complaints policy
- Conflict of Interest policy/procedure

**Please be aware that some of the listed policies may not apply to your centre, or you may have several policies combined into one overarching document. The list provided is intended as a guide to ensure your centre meets the requirements for Centre Recognition approval.**

**We understand that each centre may present this evidence differently. If you need any further guidance or clarification, please don't hesitate to reach out to your Business Growth Manager for support.**

To upload your policies, click on the relevant 'policy button'. The following box will appear:

Assessment and Internal Quality Assurance policy/procedure x

**Assessment and Internal Quality Assurance policy/procedure (including standardisation).**  
 Select File, select the document on your computer and then click on upload. Once the document has attached click on submit/confirm.

Upload document(s) of type: "Assessment and Internal Quality Assurance Policy/Procedure")













Notes on this document

Notes on this document

Select file... Wait...

Internal Verification policy.docx (uploaded at 10:55:05)

Notes:

**B I U**  **X<sub>1</sub> X<sup>1</sup>**           

Type something 0

Submit / Confirm

Close

Please ensure that the above policy is selected and uploaded first. For the remaining policies, there will be an option next to the submit/confirm button that will allow you to skip the upload if you have combined policies in one document elsewhere in the automated application.

### 4.1 Policy and procedure documents

All required policies and procedures must be provided at the time of your application. Please see a very brief description of the main policies/procedures you must submit below, alongside reviewing our [Policies, Forms and Guidance](#) page:

➤ **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. Your procedure should set out the full process and when a response should be expected, who will handle the appeal and potential outcomes.

### ➤ **Complaints procedure**

A complaint is where a criticism of the services a centre provides is received. Your procedure should set out the full process and when a response should be expected, who will handle the complaint and potential outcomes.

### ➤ **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 and the full procedure to mitigate against any potential impact of a conflict of interest. Your policy also needs to include how you will inform AIM of any actual or perceived conflict of interests.

### ➤ **Equal opportunities and diversity policy**

**This should:**

- State your values regarding 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, and what they can expect of you.

### ➤ **Examinations procedure (for centres planning to offer qualifications with examinations)**

You must have in place a procedure for the administration and security of examinations if seeking approval to offer qualifications that include examinations. We advise you to refer to [JCQ Joint Council for Qualifications](#) for guidance on administrative arrangements for examinations and review AIM's invigilation guidance under: [Policies, Forms and Guidance](#).

### ➤ **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.

### ➤ **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 to claim certificates. Failure to deal with identified issues may constitute malpractice. You must have a policy that provides a procedure for how you will identify, investigate and deal with any identified or potential malpractice or maladministration.

### ➤ Organisation structure

We require an outline of the structure of your organisation, demonstrating key roles and lines of authority.

### ➤ 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. This includes applying to AIM where necessary, please see AIM's Reasonable Adjustments and Special Considerations policies at: [Policies, Forms and Guidance](#).

### ➤ Recognition of Prior Learning (RPL) policy

Your centre 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.

### ➤ Registration and certification procedure

This policy and 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.
- depending on your target learners, you have considered the need for disclosure and barring.
- Service (DBS) checks depending on whether individuals will be involved in working with children and adults.
- your centre has in place a procedure for obtaining a ULN for learners. For more information on how to obtain a ULN please click here: [How to register on the Learning Records Service](#).

Certification procedures should include the checking processes for claims and checking certificates on receipt from AIM. Please review AIMs policies for guidance: [Policies, Forms and Guidance](#).

**For support and guidance, please contact your Business Growth Manager.**

**The policy upload is the last element of the onscreen centre application.**

### What's next?

Your Business Growth Manager will complete an initial review of your application and request the first payment invoice to be issued to your centre. The Centre Recognition fee is broken down into two payments, the initial payment of £350 (non-refundable) is required initially, on centre approval, a second payment is required of £450. Please note, these are 2024/2025 fees, the fees will be revised annually at: [Fees and Invoicing](#).

Once we receive your initial payment, your Business Growth Manager will reach out to schedule a Teams meeting. During this meeting, they will address any questions from the initial review and discuss the next steps, including qualification approval.

Your Business Growth Manager is also available to answer any questions you may have and can offer advice on curriculum development if needed.

After you've completed the Qualification Application Approval form—with support from your Business Growth Manager—your application will be forwarded to AIM's quality team for review.

## 5. Quality review and final steps of approval

Your allocated Quality Lead will complete the following:

- A full review of your policies, procedures and application responses.
- Contact you to discuss the outcome of the review and next steps. The review may result in a supported action plan to ensure your policies are compliant with regulatory requirements. Your Quality Lead will be your main point of contact and will support you throughout this process.

The Quality Lead will determine whether to arrange a Teams meeting or a site visit based on the qualifications you intend to offer, and the specific actions required. Following the completion of the meeting or visit, and after any necessary actions have been set, your application will be forwarded for approval. Once your application is approved, AIM's finance team will issue the final invoice, and the Customer Experience team will provide you with a centre agreement for your signature. Upon receipt of both the final payment and the signed centre agreement, you will receive an official approval notification along with a "welcome" email containing all the essential information you need to start operating as an AIM centre.

To assist our new centres, we offer personalised "onboarding" sessions. These one-on-one training sessions that cover AIM's quality systems and processes, the Quartzweb portal, registration and certification procedures, and provide an opportunity for you to request any specific support or training that your centre may find beneficial.

## Congratulations! You are now an AIM recognised centre!

For further useful information, please see below.

### 6. Customer Code of Conduct

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 completing your centre application and make it available to all staff who will be working with us. The Code of Conduct can be found here: [Policies, Forms and Guidance](#).

### 7. Centre agreement terms and conditions

The Centre Agreement reflects the requirements of our regulators to have a written and enforceable agreement with centres to ensure compliance with regulatory conditions of recognition and the QAA licencing 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 the content, please contact the AIM Customer Experience team ([enquiries@aimgroup.org.uk](mailto:enquiries@aimgroup.org.uk)).

We require the Centre Agreement to be signed by an individual within the centre who has the authority to do so, typically the principal of a college or the managing director of a company.

The agreement must be signed electronically via DocuSign. We will send a copy of the Centre Agreement to your head of centre for their review and signature. They can sign by entering their name or using their electronic signature, after which it needs to be returned to AIM.

**Please note** that your application for centre recognition cannot be approved until the signed Centre Agreement is received. It's a good idea to inform your head of centre that they will be receiving the Centre Agreement via email soon.

### 8. Useful contact details:

Business Development team: [businessdevelopment@aimgroup.org.uk](mailto:businessdevelopment@aimgroup.org.uk).

Quality team: [Quality@aimgroup.org.uk](mailto:Quality@aimgroup.org.uk)

Customer Experience team: [enquiries@aimgroup.org.uk](mailto:enquiries@aimgroup.org.uk)

Finance team: [finance@aimgroup.org.uk](mailto:finance@aimgroup.org.uk)