



CILEX Professional Qualification Approved Training Provider Handbook

Welcome

Welcome to The Chartered Institute of Legal Executives' (CILEX) Approved Training Provider Handbook.

This handbook is for training providers who deliver or are seeking to deliver all or some of the CILEX Professional Qualification.

To gain a full understanding of our CILEX Professional Qualification stages and CILEX requirements, this handbook should be read in conjunction with the relevant documents relating to and governing CILEX qualifications, all of which are available from the CILEX website. It is strongly recommended that programme managers, course coordinators, tutors, assessors and IQAs, as appropriate, regularly refer to the CILEX website (www.CILEX.org.uk) because it is frequently updated with key information relevant to CILEX Approved Training Providers.

Please contact the CILEX Accreditation Team if you require assistance regarding the CILEX Training Provider Approval process. CILEX contact details are set out on page 24.

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Section 1: The Chartered Institute of Legal Executives

1.1 Introduction

The Chartered Institute of Legal Executives (CILEX) is the Professional Body which represents Chartered Legal Executives and plays a unique and important role within the legal sector. CILEX works closely with Government and is an Approved Regulator under the Legal Services Act 2007.

CILEX develops, quality assures and awards a range of qualifications in the legal sector, including the CILEX Professional Qualification that supports qualification as a Chartered Legal Executive. CILEX works closely with employers when developing new qualifications and training for the legal sector.

CILEX Approved Training Providers play an important role in helping CILEX trainees achieve their developmental and career aims through the delivery of the CILEX Professional Qualification stages and assessments. All CILEX Approved Training Providers are required to maintain compliance with the CILEX Training Provider Approval Standards and abide by the terms of the CILEX Approved Training Provider Agreement.

1.2 Benefits of becoming a CILEX Approved Training Provider

- Public recognition you have met a quality standard.
- Ability to deliver the CILEX Professional Qualification/stages and broaden your offer to trainees.
- Membership of an elite group of high-quality training providers.
- Exclusive logo and marketing materials.
- Access to a dedicated CILEX support team.
- Partnership working with CILEX to make the most of learning and development opportunities for the legal profession.
- Actively promoted by CILEX as a provider of choice.

1.3 CILEX role as an Awarding Organisation

As an Awarding Organisation, CILEX must demonstrate compliance with the regulatory requirements of its Regulators. In this regard, CILEX is required to have in place a written and enforceable Approved Training Provider agreement with each of its CILEX Approved Training Providers. To this end the training provider shall comply with any reasonable written instruction issued by CILEX for the purpose of which to ensure compliance with these regulatory requirements.

1.4 CILEX decision-making policy

The power to approve flows from the CILEX Charter which sets out its objects as being broadly to promote and maintain proper standards of ethical conduct, efficiency, and training amongst legal executives and to enhance and maintain public confidence in the profession. CILEX objectives also include providing for high quality education and training.

CILEX seeks to approve quality providers keen to work with CILEX in the promotion of its unique offer to trainees in the legal sector. CILEX operates an evidence-based approval process, with three core aims:

1. to ensure all trainees are provided with a high-quality learning experience, irrespective of the training provider they choose to attend.
2. to ensure training providers have the capacity and capability including the requisite resources, systems, and processes in place to effectively deliver CILEX qualifications and assessments.
3. to ensure training providers operate in a way that ensures CILEX maintains its compliance with the General/Standard Conditions of Recognition.

All training providers seeking approval must meet a comprehensive set of outcome-based standards and provide detailed evidence to demonstrate how each of these standards has been met. The CILEX approval decision will be based upon this evidence, evaluated through a desk-based review and a visit to the training provider's site(s). Approval to deliver CILEX stages will only be granted when a training provider has evidenced that it meets all of the CILEX Professional Qualification Approval Standards.

CILEX recognises that applying for CILEX Approval takes time and commitment and therefore it is keen for training providers to submit their application to become an approved training provider once they are confident, they can provide evidence to demonstrate they meet each of the CILEX Training Provider Approval Standards.

CILEX reserves the right to decline an application for training provider approval at any stage of the approval process.

Section 2: CILEX Approval

2.1 Approval process

The purpose of the CILEX training provider approval process is to determine whether prospective and previously approved training providers (approved to deliver CILEX's previous programmes and qualifications) have the capacity and capability to meet the CILEX Training Provider Approval Standards relating to the CILEX Professional Qualification, so that trainees are assured that CILEX qualifications and assessments are delivered to the highest standards. Before a training provider can start to offer any CILEX Professional Qualification stages it must be formally approved by CILEX.

2.2 Timelines

Training providers should submit their application for CILEX Approval at least **6 months** prior to the proposed enrolment date (for new applicants). **Training providers should not proceed with enrolments for their proposed CILEX provision until they have been granted CILEX approval.**

Training providers can apply at any stage throughout the calendar year. Training providers should allow up to twenty-eight business days for CILEX to review the training provider's application before arrangements can be made for the training provider visit by the CILEX Quality Panel. **Please note CILEX is unable to commence the review of the training provider's application until payment of the approval fee is received.**

Applications for CILEX Approval shall only remain valid for 6 months after the submission date. After this time, the application will become null and void, and if a Training Provider wishes to re-apply, they would be expected to submit a new application form, supporting evidence and approval fee.

The number of application submissions accepted by CILEX will be capped at three. The third desk-based review will be the final review completed by CILEX, and if the results of this review do not allow the progression of the application to stage 6 (detailed below), the application shall become null and void. Notification to this effect will be issued to the training provider/applicant.

If the applicant wishes apply for CILEX Approval again, they will be required to submit a new application form, supporting evidence, and pay the initial application fee again.

2.3 Approval fees and CILEX bank account details

Fee type	Fee
Initial application - including fees for the CILEX Approval Visit (duration 1 day)	£2,200
CILEX Approval Visit (subsequent days)	£400 per person per day
Bi-annual Monitoring fee	£550 (£275 x 2)
Intervention visit	£400 per person per day

Approval fees are not refundable in any circumstances.

CILEX bank account details: Bank: National Westminster Bank Address: 81 High Street (C Branch), 81 High Street, Bedford, Beds, MK40 1YN Account Name: The Chartered Institute of Legal Executives Account Number: 51998866 Sort Code: 60-12-45

2.4 Approval process - figure 1

1. Initial Contact

The training provider contacts a member of the CILEX Accreditation Team and discusses their prospective application.

A subsequent meeting may be needed; with members of our Business Development team, if more technical information is required relating to the CPQ framework, programme pathways etc.

The CILEX Accreditation Team will provide the training provider with a copy of our CILEX Approved Training Provider Agreement; this is the contract that would need to be signed by both parties should the applicant be successful in attaining approval.



2. CILEX's consideration of the information provided

The CILEX Accreditation Team will:

- complete due diligence checks
- Review the information provided during their discussions with the training provider
- Determine whether the training provider has the capacity and capability to meet our set of CPQ Quality Standards

If CILEX determines that the training provider will not be capable of delivering the CPQ at the required standard, the applicant will be informed of CILEX's decision.



3. The CILEX Accreditation Team will provide guidance on the application process

The CILEX Accreditation Team will e-mail the training provider and provide them with:

- A copy of the application form (the form includes guidance on how it should be completed, what type of evidence is required etc)
- A copy of CILEX's invoice for the application fees
- Subsequent meetings can be arranged between the training provider and the CILEX Accreditation Team, if the training provider requires extra support with completing the application form

Please note that the CILEX Approval fees are not refundable in any circumstances.

4. The applicant's submission of their documentation and payment of our application fee

The training provider pays their application fee and uploads their application form and all supporting evidential documentation to the CILEX Education Partners Hub. *The CILEX Accreditation Team will arrange access for the CILEX Education Partners Hub.*

As stated under section 2.2, CILEX is unable to commence the review of the training provider's application until payment of the approval fee has been received.



5. The CILEX Accreditation Team completes their desk-based review of the application submission

A desk-based review of the submitted application form and supporting evidence is conducted and the CILEX Accreditation Team will determine if the training provider has met the CPQ Approval Standards and can progress to the next stage of the process.

If the application cannot be progressed, this will be confirmed with the training provider, and they will be required to re-visit the outstanding standards. The total amount of application submissions / desk-based reviews is capped at three.



6. Arranging CILEX's approval visit to the Training Provider's site(s)

The Accreditation Team will liaise with the applicant and issue an agenda for the CILEX approval visit.

The approval visit will be attended by a CILEX Accreditation Team representative and a CILEX Quality Panel member.

7. The approval visit is conducted by the CILEX Quality Panel member and the CILEX Accreditation Team member

The visit / agenda will include:

- Meeting with learners and programme delivery staff
- Observing learning sessions
- A tour of the premises
- A demonstration of internal systems / platforms which are used for programme delivery
- Addressing any outstanding CPQ Quality Standards

Depending on the complexity of the application, the visit may take one or two days



8. The approval decision

The CILEX Quality Panel member's decision will typically be made at the end of the visit (where it will be communicated verbally).

Alternatively, further discussions and consideration may be required after the visit has been conducted; to determine if the training provider has demonstrated it meets the required threshold level in relation to the CPQ Quality Standards.

The CILEX Quality Panel member's decision is based on the evidence provided with the application submission and during the approval visit.

Confirmation of the decision may also include (if applicable) mandatory conditions or a Quality Improvement Plan, with confirmation of the related timescales.



9. Post approval processes – stage 1

The CILEX Accreditation Team will issue an e-mail to the training provider confirming:

- The approval report is attached and should be checked by the applicant
- A feedback form is attached; this should be completed and returned
- A draft of the information which will be added to the CILEX website should be checked by the applicant
- Confirmation that the applicants details have been passed to our Head of Publishing and Customised Solutions; he will work with the training provider so they can evidence the Quality Standards which can only be evidenced post approval
- A request for confirmation of the names / e-mail addresses for all delivery staff who require access to the Vital Source platform (where all learning materials can be accessed) and the CILEX Education Partners Hub (where supporting materials can be accessed)
- The CILEX Accreditation Team will update all Heads of department, and an Onboarding meeting will be arranged with the CILEX Customer Service Team



10. Post approval processes – stage 2 and stage 3

Once CILEX are in receipt of a reply to the e-mail mentioned under stage 9, CILEX will issue the CILEX Approved Training Provider Agreement to the training provider; this will need to be completed, signed and returned to the CILEX Accreditation Team.

Once the signed agreement has been returned, the training provider will receive a signed certificate which will confirm it has been approved to deliver the CILEX Professional Qualification. The CILEX logos and branding guidance will also be issued to the training provider

2.5 Approval decision

The approval decision will be one of the following:

1. Approval granted without a quality improvement plan
2. Approval granted with a quality improvement plan
3. Approval refused

1. Approval granted with no mandatory condition(s) or quality improvement plan

The CILEX Accreditation Team will notify all relevant areas of the CILEX Directorate and provide them with details regarding the training provider's attainment of CPQ Approval. The CILEX Accreditation Team will also liaise with the training provider and arrange for its programme delivery staff to be granted access to the Vital Source platform (where all teaching and learning materials are held), the CILEX Portal (this is the platform where learner's membership accounts are held), and the Education Partners Hub (where all documents relating to the CILEX Professional Qualification are held, such as the handbook, module specifications, policies, sample assessment materials etc).

The Head of Publishing and Customised Solutions will arrange to meet with the training provider and support them with the submission of the CPQ specific evidence (schemes of work, website content, learner handbooks etc) by the agreed deadline. All evidence submissions will be made directly to the Head of Publishing and Customised Solutions, and communications regarding this matter will be relayed to the CILEX Accreditation Team.

The CILEX Accreditation Team will send an e-mail with a copy of its CPQ Approval Report, a feedback form, and a draft of the training provider's details which will be added to the CILEX website.

Once the CILEX Accreditation Team has received a response to its e-mail, the training provider will be sent a formal approval agreement, which will list the CILEX Professional Qualification stages the training provider is approved to deliver. On receipt of a signed copy from the training provider, CILEX will send an approval certificate and copies of the CILEX Approved Training Provider logo with brand guidelines; the training provider may begin marketing itself as a CILEX Approved Training Provider.

The approval agreement does not have an expiry date, and it will remain in force unless it is terminated by either party (as detailed under Clause 13). The training provider will remain approved by CILEX subject to remaining compliant with the approval standards and completing the bi-annual declarations. CILEX will take a risk-based approach to ongoing monitoring and will inform the training provider of any information it is required to provide.

2. Approval granted subject to mandatory condition(s), incorporated with a quality improvement plan

The approval report will set out the area(s) of a standard(s), or whole standard(s) which has not been met (and require action), and the associated mandatory condition(s), to which the approval is subject.

Accompanying the approval report will be a CILEX Quality Improvement Plan. This document will confirm the standard number and wording, the linked mandatory condition(s), the area of the standard which requires improvement, and the deadline date by which the associated action(s) must be completed (and evidence submitted).

The Quality Improvement Plan will also include sections to be completed by the training provider, detailing the action decided upon (by the training provider), together with justification to support the action. In addition, the training provider must also complete a further section, providing information and details of the evidence provided, which demonstrates how the training provider has met the required threshold for that standard (or area of a standard).

Conditions set and detailed in the CILEX Approval Report and Quality Improvement Plan are mandatory, and these must be evidenced and met before CILEX grant approval. Similarly, it is the responsibility of the training provider to decide upon the necessary action(s) and evidence required to meet the set condition(s). CILEX will monitor the training provider's progression and achievement of meeting mandatory conditions by the set deadlines.

Once the training provider has submitted their completed quality improvement plan with evidence, the submission will be reviewed by the CILEX Quality Panel member who conducted the CILEX Approval Visit. If appropriate, CILEX will approve the quality improvement plan submission and issue an updated CILEX Approval Report to the training provider. The updated report will confirm the previously set mandatory condition(s) have been met and approval is granted without condition(s).

The CILEX Accreditation Team will notify all relevant areas of the CILEX Directorate and provide them with details regarding the training provider's attainment of CPQ Approval. The CILEX Accreditation Team will also liaise with the training provider and arrange for its programme delivery staff to be granted access to the Vital Source platform (where all teaching and learning materials are held), the CILEX Portal (this is the platform where learner's membership accounts are held), and the Education Partner's Hub (where all documents relating to the CILEX Professional Qualification are held, such as the handbook, module specification, policies, sample assessment materials etc).

The Head of Publishing and Customised Solutions will arrange to meet with the training provider and support them with the submission of the CPQ specific evidence (schemes of work, website content, learner handbooks etc) by the agreed deadline. All evidence submissions will be made directly to the Head of Publishing and Customised Solutions, and communications regarding this matter will be relayed to the CILEX Accreditation Team.

The CILEX Accreditation Team will send an e-mail with a copy of its CPQ Approval Report, a feedback form, and a draft of the training provider's details which will be added to the CILEX website.

Once the CILEX Accreditation Team has received a response to its e-mail, the training provider will be sent a formal approval agreement, which will list the CILEX Professional Qualification stages the training provider is approved to deliver. On receipt of a signed copy from the training provider, CILEX will send an approval certificate and copies of the CILEX Approved Training Provider logo with brand guidelines; the training provider may begin marketing itself as a CILEX Approved Training Provider.

The approval agreement does not have an expiry date, and it will remain in force unless it is terminated by either party (as detailed under Clause 13). The training provider will remain approved by CILEX subject to remaining compliant with the approval standards and completing the bi-annual declarations. CILEX will take a risk-based approach to ongoing monitoring and will inform the training provider of any information it is required to provide.

3. Approval refused

The training provider will be informed in writing that approval has not been granted, with the reasons for refusal.

If the training provider wishes to appeal against the Quality Approval Panel member's decision, it may do so in writing, within 28 days. The appeal should be sent to the Accreditation Team and articulate clearly why the training provider believes the Panel member should reconsider its decision. The training provider's reasons for appeal **must** be supported by evidence. Any appeal submitted without supporting evidence will be rejected.

CILEX will notify the training provider of the outcome of the appeal in writing within 28 days, and this decision will be final.

The training provider may apply for approval again after a period of at least 6 months has elapsed. The re-application submission must include a schedule of changes made since the last application and an evaluation of the effectiveness of these changes. This is in addition to all evidence submitted to demonstrate how the training provider believes it meets the approval standards. Please note that CILEX reserves the right not to accept re-applications.

2.6 Training Providers accepting trainees from inside and outside of the European Economic Area

From 1st January 2021, the Government rolled out new rules relating to all European Union students, starting any educational a course in the United Kingdom.

Students are obliged to check if they need a UK visa, as they will not be eligible for the European Union Settlement Scheme (unless they were living in the UK before 31st December 2020).

The Government website confirms the following guidelines Studying in the UK: guidance for EU students - GOV.UK (www.gov.uk):

*You can apply for a **Student visa** if you are over 16 and plan to start a course with a provider who can act as a licensed student sponsor.*

*You may be eligible for a **Child Student visa** instead if you are 16 or 17 and want to study at an independent school in UK.*

You do not need a visa to study in the UK for courses up to 6 months if you are studying at an accredited institution. This includes English language courses.

*You can apply for a **Short-term study visa** if you are studying on an English language course which lasts up to 11 months.*

All educational establishments accepting trainees from outside the European Economic Area (EEA) are required to be registered by the Home Office as a licensed sponsor of migrants under the Tier 4 points-based system. (See <https://www.gov.uk/visas-immigration>)

If the training provider wishes to accept trainees from outside the EEA, CILEX requires the training provider to provide the following:

- Home Office confirmation of the training provider's current Tier 4 Sponsor Licence

This requirement would not apply to trainees from outside the European Economic Area who wanted to complete their studies via the distance learning route (they would not be required to obtain a student visa). However, if any part of the program required travel to a foreign country, a student or tourist visa may be required. Each country has its own restrictions and fees associated with student visas, and students should check with the foreign consulate and school before enrolling in an academic program.

Section 3: Bi-annual Monitoring and Data Collection

1. The Accreditation Team will contact the Training Provider in March each year

The Accreditation Team will upload the bi-annual monitoring and data collection spreadsheet and invoice to the Education Partners Hub, and they will e-mail the training provider advising them that this has been done.

The training provider must fully complete the three tabs (sheets) contained within the spreadsheet and arrange for the associated invoice to be paid. These actions need to be completed by the beginning of April at the latest.



2. The Accreditation Team will review the bi-annual monitoring and data collection submission

The Accreditation Team will review the bi-annual monitoring and data collection submission.

If it is determined that further rationale and evidence is required from the training provider (in order for the training provider to demonstrate they meet the CPQ Approval Standards), the Accreditation Team will communicate which evidence is still required via a Standards Sign-off form



3. The Accreditation Team will liaise with the training provider and arrange a Review Meeting (via Teams)

Once the training provider has submitted all the required rationale and evidence, the Accreditation Team will compile and issue an agenda for the Review Meeting which will be conducted via Microsoft Teams.

During the Review meeting, the training provider will have the opportunity to provide feedback and if any related actions are required, the Accreditation Team will log and progress the actions accordingly (through to completion).



4. The Accreditation Team will contact the Training Provider in August each year

The Accreditation Team will upload the bi-annual data collection spreadsheet and invoice to the Education Partner Hub, and they will e-mail the training provider advising them that this has been done.

The training provider must fully complete the two tabs (sheets) contained within the spreadsheet and arrange for the associated invoice to be paid. These actions need to be completed by the beginning of September at the latest.



5. The Accreditation Team will log the bi-annual data collection submission

The Accreditation Team will log the bi-annual data collection submission.
A Review Meeting is not required for this part of the process.



6. Maintaining ongoing CILEX Approval

The training provider will remain approved by CILEX subject to remaining compliant with the approval standards and completing the bi-annual declarations.

CILEX will take a risk-based approach to ongoing monitoring and will inform the training provider of any information it is required to provide.



1. If there are areas of concern during the submission periods or at other times throughout the year.

If the Accreditation Team determines there are areas of concern either during the bi-annual monitoring / data collection periods or at other times throughout the year, one of the processes shown below will be followed.



2. CILEX issues the training provider one-year Quality Improvement Plan

CILEX will e-mail the training provider and attached a copy of their one-year improvement plan

2. CILEX conducts an inspection visit or intervention visit

Depending on the circumstances, CILEX will conduct either an inspection visit or an intervention visit



3. One-year Quality Improvement Plan evidence

The training provider will be responsible for completing and evidencing

3. Action Plan

Depending on the outcome of the inspection / intervention visit, CILEX may issue an Action Plan to the training provider. This will detail the required actions and deadlines



4. CILEX signs off the Quality Improvement Plan / Action Plan

If CILEX is satisfied the required information / evidence has been received, the plan will be signed off, and this will be confirmed in writing

4. Outcome of Action Plan

If CILEX is not satisfied with the training provider's response to the Action Plan, the process will commence to suspend / withdraw the training provider from CILEX Approval



5. The Bi-annual Monitoring and Data Collection process will recommence

Once the Quality Improvement Plan / Action Plan has been signed-off, the Bi-annual Monitoring and Data Collection process will recommence during the next applicable month (March or August)

3.1 Procedures for maintaining approval and providing data

To be assured that CILEX Approved Training Providers continue to comply with the CILEX Training Provider Approval Standards, CILEX requires its training providers to confirm this by way of a bi-annual declaration and data collection submission signed by the CEO or Head of the Training Provider.

The bi-annual monitoring and data collection process, which is set out in Figure 2 below, requires the training provider to provide evidence in respect of some of the CPQ Quality Standards; demonstrating how it continues to meet the required performance criteria, and provide updates on changes that have been made since the previous year's declaration / submission. (The related spreadsheet and invoice is issued to the training provider at the beginning of March each year with the expectation that the training provider uploads its submission to the CILEX Education Partners Hub (and pays the fee) by the beginning of April at the latest.

By submitting the declaration, the CEO/Head of the Training Provider is confirming that the training provider continues to meet the standards on which the approval was granted. Should it become apparent that this is not the case, CILEX reserves the right to suspend and/or withdraw approval.

Section 4: Approval for adding Satellite Sites

4.1 Satellite sites

Approved training providers that wish to apply for additional satellite sites should review the CILEX Professional Qualification Training Provider Approval Standards to ascertain how all relevant requirements are met at the satellite site they are looking to add. Approved training providers should then contact the CILEX Accreditation department to meet and discuss with CILEX how the new satellite site might be included within their existing approval.

During this meeting it will be determined what evidence will be required for submission to CILEX, and whether a virtual or physical visit by a CILEX Quality Panel member to the satellite site will be required.

If a visit is required, this will be undertaken by a CILEX Accreditation team member and a CILEX Quality Panel member. The training provider must be able to demonstrate that the satellite operates to the same quality standards, offers the same trainee experience, and poses no greater risk to CILEX than the training provider upon which the original approval decision was based.

The associated fees for these processes are listed on page 6.

Section 5: The CILEX Approved Training Provider Agreement and ongoing requirements for Approved Training Providers

All approved training providers are required to comply fully with the CILEX Approved Training Provider Agreement which incorporates the ongoing requirements to which all approved training providers are subject. The regulations, handbooks, requirements, policies, procedures, and guidance which govern the delivery of CILEX Professional Qualification stage(s) are available on the CILEX website (www.CILEX.org.uk).

It is a mandatory requirement that training providers immediately update CILEX with any changes relating to their CILEX provision as detailed within the CILEX Approval Agreement.

CILEX reserves the right to review and amend its ongoing requirements to ensure they remain fit for purpose and facilitate ongoing compliance with regulatory requirements. In meeting the requirements, CILEX can be confident that its approved training providers continue to comply with CILEX requirements and regulatory obligations.

Section 6: CILEX Approved Training Provider Risk Monitoring

6.1 CILEX risk-based monitoring approach of approved training providers

CILEX Approved Training Providers play an important role in CILEX Professional Qualification delivery and assessment. Maintaining quality, consistency and high standards of delivery and assessment is essential to the success of the CILEX Professional Qualification and in ensuring CILEX can comply with the General/Standard Conditions of Recognition.

CILEX approach to the risk monitoring of approved training providers aims to identify good practice and that which could undermine a training provider's compliance with the Approved Training Provider Agreement that it has with CILEX. While the CILEX approach uses both quantitative and qualitative information, it has at its core quantitative risk modelling based upon training provider performance data.

The risk models developed for training providers will classify them as major, high, medium, moderate, and minor. This will inform CILEX of the type and frequency of the monitoring activities carried out by CILEX.

The following qualitative information may also be used to inform a training provider's risk profile:

- Complaints received
- Progress towards their quality improvement plan
- Pass rate data
- Training provider's financial stability
- Overdue CILEX debt
- Engagement with CILEX
- Amount of incidents that have affected learners

Announced Inspection visits

CILEX reserves the right to visit and enter a training provider's premises with reasonable notice to ensure that all requirements relating to approval of a training provider are met. CILEX may also need to visit an approved training provider in the event of an investigation into training provider malpractice or maladministration, or trainee malpractice.

Recording and monitoring incidents

CILEX records issues, incidents and complaints relating to approved training providers on an on-going basis. In doing so, CILEX can assess whether a training provider has issues which could pose a risk to the effective delivery of CILEX stages, interests of CILEX Trainees and/or CILEX reputation. CILEX is then better informed in relation to a training provider's risk profile, can allocate support and guidance accordingly and act where necessary.

6.2 Risk prevention and intervention

A CILEX Quality Improvement Plan has been mentioned in previous sections. This plan may be issued by CILEX to the training provider when CILEX Approval is granted, or as part of the Bi-annual Monitoring Data Collection process. Alternatively, if the training provider has met the required threshold level in relation to all CILEX Professional Qualification Standards, a Quality Improvement Plan will not be necessary.

The purposes of the CILEX Quality Improvement Plan are (but are not limited to):

- To identify a standard or area(s) within a standard (relating to a training provider's CILEX provision) which do not reach the threshold level required. This may be linked to the CILEX Quality Panel member's decision to grant approval, or the CILEX Annual Monitoring and Declaration process.
- To ensure the CILEX Approved Training Provider can deliver high-quality learning programmes.
- To ensure the CILEX Approved Training Provider provides trainees with a consistently high-quality learning experience.
- To encourage an enhanced partnership between CILEX and the CILEX Approved Training Provider.
- To promote a collaborative approach (between CILEX and the CILEX Approved Training Provider), ensuring the CILEX Approved Training Provider Standards are consistently met and maintained.

CILEX aims to help training providers retain their approved training provider status and to allow them, where appropriate, the time to resolve their own issues. Where an increased level of risk is identified by CILEX it will review the situation and decide on the actions to be taken. All actions taken on the part of CILEX in response to risk will be proportionate and in keeping with the nature of the risk(s) identified. It may be necessary for a CILEX representative to visit a training provider to discuss the identified issues and how these could be addressed. A training provider **action plan** may be produced to detail specific actions and timescales, and progress is monitored until CILEX is satisfied the actions have been addressed. **See figure 2.**

In the event CILEX determines that the risk profile of a training provider to be major, risk intervention will commence. Depending on the nature of the issues identified, sanctions may be imposed on the training provider.

If a significant incident is identified, for example, where the interests of the training provider's Trainees are seriously at risk, the integrity of CILEX qualifications could be compromised, or CILEX's reputation could be harmed, CILEX reserves the right to suspend or withdraw the training provider's CILEX Approved Training Provider status.

6.3 Suspension or withdrawal of CILEX Approved Training Provider status

Suspension or withdrawal of CILEX Approved Training Provider status is only taken after careful consideration by CILEX of the training provider's circumstances. Suspension or withdrawal means that a training provider cannot deliver the CILEX Professional Qualification stage(s), use CILEX materials, refer to or advertise the CILEX Professional Qualification stage(s), use CILEX IT systems and use the CILEX Approved Training Provider logos for the purposes of marketing and promotion activities. All CILEX materials supplied by CILEX which directly relate to a training provider's CILEX Approved Training Provider status must be returned immediately to CILEX.

Annex 2 sets out the CILEX Approved Training Provider Withdrawal Policy.

6.4 Appeals process for CILEX Approved Training Providers

The CEO/Head of the Training Provider is entitled to appeal a decision to withdraw or suspend training provider approval which has been imposed on the training provider because of a risk-based intervention/investigation or malpractice/maladministration-based investigation except in cases whereby the withdrawal or suspension of approval is related to financial or legal reasons. The CEO/Head of the Training Provider must make a request for an appeal within 20 working days of the date of the letter from CILEX confirming the decision and sanctions to be applied.

Requests for appeals are acknowledged by CILEX and are considered by the relevant CILEX Appeals Panel (against sanctions imposed) and will normally be considered by the Committee at its next meeting, which will normally be within 60 business days of receipt of the request.

Section 7: Reporting incidents to CILEX

Training providers are required on an on-going basis to comply fully with the CILEX Approved Training Provider Agreement including ongoing requirements and CILEX policies and procedures for the CILEX Professional Qualification stage(s) the training provider is approved to deliver.

Training providers are required to take all reasonable steps to identify and manage the risk of an occurrence of an incident which could compromise the integrity of a CILEX qualification or assessment, compromise the training provider's compliance with CILEX requirements, compromise CILEX compliance with its Conditions of Recognition, compromise the reputation of CILEX or which may otherwise comprise an Adverse Effect. Training providers are required to promptly notify CILEX in the event of the occurrence or occurrence of such an incident. Such incidents may include but not be limited to:

- Loss, theft or breach of confidentiality of CILEX assessment materials
- Loss of trainee assessments (including examination scripts, trainee portfolios)
- Insufficient resources to deliver CILEX Professional Qualification stage(s) in accordance with CILEX requirements
- Incidents of malpractice or maladministration
- Failure to deliver CILEX assessments/examinations in accordance with CILEX regulations, policies, and procedures
- Financial irregularities

When reporting an incident to CILEX, the training provider should provide the following information, as appropriate to the incident:

- a summary of the incident
- the number of trainees affected
- the actual or potential impact on trainees
- any action being taken to mitigate the impact of the incident and the associated timelines

All incidents must be reported to the CILEX Accreditation Manager.

Section 8: Training Provider decides to withdraw from delivering the CILEX Professional Qualification

If a training provider decides not to continue to deliver the CILEX Professional Qualification stage(s), the training provider representative must contact the CILEX Accreditation Manager immediately. CILEX is keen to assist its training providers in remaining approved if possible and may be able to help the training provider with any delivery issues that the training provider is experiencing. However, if the training provider's final decision is not to continue to deliver a CILEX Professional Qualification stage(s), CILEX requires the training provider to give due consideration to protecting the interests of the training provider's CILEX Trainees.

Training providers must provide sufficient advance notice of the training provider's intention not to continue as a CILEX Approved Training Provider to enable CILEX to make adequate plans to secure support for the Trainees concerned. Training providers withdrawing from delivery of CILEX qualifications must comply with the Approved Training Provider Agreement.

Annex 2: CILEX Approved Training Provider Withdrawal Policy includes details on the steps that training providers must take in the event of their voluntarily withdrawing from delivery of this CILEX Professional Qualification stage(s).

Section 9: CILEX Responsibilities to Approved Training Providers

To assist approved training providers to deliver CILEX stages of learning effectively CILEX will commit to the following:

- Set out all the requirements with which the training provider must comply to continue to deliver CILEX Professional Qualification stage(s). These requirements can be found within the Approved Training Provider Agreement, the Approved Training Provider Handbook and the CILEX policies and procedures governing CILEX qualifications including the Qualifications Handbooks.
- Answer accurately, fully and within reasonable time any reasonable enquiries received from Users of the qualification.
- Provide effective guidance to the training provider in respect of the delivery of the CILEX Professional Qualification stage(s) which the training provider undertakes.
- Upon request, provide the training provider with guidance on how to best prevent, investigate, and deal with malpractice or maladministration.
- Provide (and publish where appropriate) information in relation to:
 - Sanctions policy needs to be applied in cases where a training provider fails to comply with the CILEX requirements.
 - Written complaints procedure
 - Information on the enquiries and appeals process to enable the results of assessments to be appealed
 - The qualification specifications and qualification requirements
 - The arrangements for making reasonable adjustments
 - The arrangements for making access arrangements
 - The arrangements for giving special consideration
 - CILEX key dates and deadlines including timescales for the issue of results and certificates
 - The policy for issuing invoices, payment of invoices and the retention and content of invoices
- Comply with the requirements of data protection legislation in relation to any personal data supplied by the training provider.
- Specify a process to be followed in any withdrawal of the training provider (whether voluntary or not) from its role in delivering a qualification, or from qualification/training provider approval in general.
- Take all reasonable steps to protect the interests of Trainees where the training provider withdraws from the delivery of the CILEX Professional Qualification stage(s).
- Publish its fees for CILEX approval.

Section 10: Further Information

10.1 CILEX Policies and Procedures

The policies and procedures are available on the CILEX website: [Corporate Policies and Statements](#)

10.2 The CILEX Education Partners Hub

When CILEX Approval is granted, the training provider's key staff will be granted access to the CILEX Education Partners Hub (Share Point site) which contains the following documents:

- CPQ Handbook and Guidance
- Qualification Images
- Foundation, Advanced, and Professional stage / Certificates in Legal Practice - Module Specifications and Sample Assessment Materials
- Professional Experience – Guidance and Framework
- Advocacy - Application form, Guidance and Handbooks
- Training Provider Toolkit - Guidance on processes, Marketing, Prospectuses etc
- CPQ - Results from past exam sessions
- CPQ Published Resources – Guidance on accessing Vital Source e-manual Course Books
- CPQ Policies and Procedures
- Key Dates and Deadlines – Exam Timetables and confirmation of Deadlines for applications / bookings (exam bookings, Reasonable Adjustments, Special Considerations etc
- Link to the CILEX Education Online Bookshop
- Link to the CILEX Portal (this is the portal that learners access their CILEX accounts through)
- News feed

10.3 Equality and Diversity

CILEX always treats its customers with dignity and respect. As an Awarding Organisation, CILEX will ensure that its CILEX Professional Qualification stage(s), its standards for approved providers of those qualifications and its assessments are designed to make study accessible to all, regardless of age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, pregnancy, and maternity.

The CILEX Equality, Diversity and Inclusion Policy and Statement are available on the CILEX website: [Equality-Diversity-Inclusion-Statement-September-2024.pdf](#) [Equality-Diversity-Inclusion-Policy.pdf](#)

10.4 CILEX investigation into alleged training provider malpractice or maladministration

Full details of CILEX policy and procedures in relation to alleged training provider malpractice or maladministration can be found in the CILEX policy and procedures for dealing with cases of suspected approved training provider malpractice or maladministration, which are available on the CILEX [Education Partners Hub](#)

CILEX reserves the right to suspend or withdraw a training provider's approved training provider status where an allegation of training provider malpractice threatens the interests of trainees, the integrity of the

qualification, CILEX reputation or CILEX compliance with regulatory requirements.

10.5 CILEX GDPR Policy

CILEX is committed to respecting the personal data training providers supply to CILEX. The information CILEX collects will be relevant to the purposes for which it is used and CILEX will do its utmost to ensure that such data will be accurate, complete, and kept up to date. CILEX does not sell, trade, or rent personal information to others.

The information CILEX collects will only be used for the purposes for which it was originally submitted. CILEX may be required to share personal information collected with our regulators.

10.6 CILEX Commitment to Customer Service

CILEX is committed to providing its approved training providers and trainees with the highest standards of customer service.

CILEX Customer Service Statement:

- To provide comprehensive legal education
- To develop relationships with all members
- To communicate with all customers in a clear and effective manner
- To ensure that CILEX services are subject to quality assurance
- To aim to deliver the highest level of customer satisfaction and meeting their needs in the most effective way
- All stakeholders will be treated with dignity and respect
- CILEX will always comply with its Equality and Diversity Policy

If you are not satisfied with how your complaint has been dealt with, please visit the Customer Service feedback page on www.CILEX.org.uk, where the Customer feedback form, policy and procedure is available. Alternatively, you can email customerservice@CILEX.org.uk

Section 11: Advertising and Marketing

A training provider is only authorised to use the CILEX Approved Training Provider logo when it has been granted approved training provider status. Approved training providers must use the logo in accordance with the CILEX Logo Usage Policy and Guidelines. Any misuse of the CILEX Approved Training Provider logo will be investigated by CILEX and action may be taken against the training provider accordingly.

CILEX Approved Training Provider logos and branding guidelines are provided once a training provider has attained CILEX's approval to deliver CILEX Professional Qualification modules / programmes.

CILEX Approved Training Providers are required to comply with the CILEX Advertising Principles for Approved Training Providers and ensure that trainees are provided with accurate and honest information about courses provided by approved training providers in order that trainees can make informed choices when choosing an accurate training provider.

Section 12: CILEX Contacts

All applications for CILEX training provider approval should be submitted to the CILEX Accreditation Team via the CILEX Training Provider Hub. If you need help in accessing the relevant information from the CILEX website or have queries on any aspect of CILEX training provider approval, please contact the Accreditation Team.

Department/Team	Key Responsibilities
Accreditation Accreditation Manager E: lisa.sparkes@CILEX.org.uk M: 07887 421910 Accreditation Officer E: karen.few@CILEX.org.uk M: 07468 753193	<ul style="list-style-type: none">• Training provider approval standards• Training provider approval process• Risk profiling• Risk-based monitoring• Quality assurance• Quality Improvement Plans• Malpractice and maladministration• Compliance with the Conditions of Recognition
Customer Service Team T: 01234 841000	<ul style="list-style-type: none">• Student/Member/Fellow applications and fees• Advice on all aspects of exams and qualifications• CPD advice• Qualifying Employment enquiries• Work-based learning queries• Membership upgrades• General advice on Practice Rights• Assessment registration, regulations & fees• Results notifications• Special consideration• Reasonable adjustments/access arrangements• Exemptions• General approved training provider queries

CILEX Address: CILEX, 2nd Floor, The Pinnacle, Midsummer Boulevard, Milton Keynes, MK9 1BP

Website: www.CILEX.org.uk

Main switchboard telephone number: 01234 841000

CILEX office opening hours are Monday to Thursday 8.45 am to 5 pm and Friday 9 am to 4 pm.

Section 13: Related Policies

- CILEX Approved Training Provider Sanctions Policy
- CILEX Approved Training Provider Withdrawal Policy
- CILEX Advertising Principles Gail Approved Training Providers