

CILEX

CPQ

**CILEX Professional
Qualification
Approved Training
Provider Process
– 2020**

What does CILEX Approval represent and why do we do it?

Our approvals application and monitoring framework is predominantly a quality assurance process under which we evaluate and verify the services and operations of a training provider delivering (or planning to deliver) a CILEX qualification. The granting of CILEX Approval confirms CILEX's recognition that a training provider has met our set of outcome-based quality standards whilst maintaining those standards and ensuring their trainees are being provided with the best possible experience.

At CILEX, we are fully committed to quality, and we want to have complete confidence our delivery partners are too. Anyone promoting and delivering the CILEX Professional Qualification and using a CILEX logo should be operating at the highest level. Our CILEX Approvals framework helps us to be sure this is the case.

What is the CILEX Approval Process?

The CILEX Approval framework contains a set of outcome-based quality standards, which must be met by all organisations using the CILEX Approvals logo.

The organisation applying for CILEX Approval completes our CILEX Professional Qualification Approval Application form and gathers indicative evidence to demonstrate how it believes it meets each of our quality standards.

We evaluate the application and evidence submission by completing a desk-based review. Once the organisation's application submission has passed our desk-based review stage, CILEX will arrange an Approval visit with the training provider and this will be carried out by the CILEX Quality Panel (who are an independent panel).

The approval visit will incorporate teaching observations, meeting with learners, and discussions with tutors and programme leads. **Prior to COVID-19, physical visits took place, however, these have been replaced by virtual visits until further notice.**

Once the CILEX Approval visit has been completed, the independent Panel will decide whether CILEX Approval will be granted. CILEX Approval will only be granted if the Panel are satisfied our set of quality standards has been met.

There are three approval decisions which may be made by the Panel and full details are provided on pages 9 and 10 of our CILEX Training Provider Handbook.

- Approval is granted without mandatory conditions.
- Approval is granted subject to mandatory conditions and an accompanying quality improvement plan.
- Approval refused.

If CILEX Approval is granted, a formal approval report will be issued to the training provider. This document is a “report by exception” and will only detail the basic information relating to the visit, the training provider, the visiting panel and any mandatory conditions set.

If mandatory conditions are set, an updated approval report will be issued once the conditions have been met and approved by the Panel. All approval reports are subsequently uploaded to the CILEX Professional Qualification website and can be viewed by anyone visiting the site.

When CILEX grant approval to a training provider, the approval agreement will have an expiry date which is three years from the approval granted date. An annual monitoring and declaration form will be issued to the training provider during the three years between approval being granted and the expiry date of the agreement. An annual renewal fee will also be payable.

The CILEX continual monitoring process ensures training providers are monitored closely, using a risk-based approach informed by quantitative and qualitative data.

CILEX reserves the right to enter a training provider’s premises at any time if there is cause for concern that there is a significant threat to the integrity of a CILEX Professional Qualification provision. **Details of CILEX’s process for risk monitoring, prevention and intervention are detailed on pages 17 and 18 of our CILEX Training Provider Handbook.**

In order to maintain their approved status, training providers must continue to meet the requirements of the standards and strive for continuous improvement. Training providers will be asked to complete the full application process when approaching their fourth year of CILEX Professional Qualification deliverance. **Please refer to pages 11, 12 and 13 of our CILEX Training Provider Handbook to see the details contained in our process maps**

Summary of the CILEX Professional Qualification Approval Application and Continual Monitoring Process

Stage 1 – Initial enquiries and approval application submission

- The organisation wishing to apply for CILEX Professional Qualification Approval, contacts the CILEX Account Manager (Martin Petch at martin.petch@cilex.org.uk), to discuss their intention to become approved.
- The CILEX Account Manager will review whether the training provider has the capacity and capability to meet the CILEX Professional Qualification Approved Training Provider Standards and assesses whether they will be able to provide the required evidence. Due diligence checks will also be completed by CILEX.
- The applicant identifies and collates all evidence required to support their completed application form.

The completed application form, indicative evidence and approval fee is submitted to CILEX. **Approval fees are not refundable in any circumstances and CILEX cannot proceed with their desk-based review until the application fee has been paid.**

Stage 2 – CILEX Desk-based Review

- CILEX completes their desk-based review of the application and supporting indicative evidence.
- If the results of the desk-based review confirm more information and indicative evidence is required, the results will be issued to the training provider. The training provider will be expected to address the requests detailed in the desk-based review results, adding their responses to the document and providing related indicative evidence. Their second application submission will be made to CILEX. **The number of application submissions is limited to three.**
- When the desk-based review has been approved by the CILEX internal team, arrangements will be made for the CILEX Approval Visit. **If the third application cannot be progressed to a visit, CILEX will confirm in writing the application will not be progressed any further.**

Stage 3 – CILEX Approval

- A CILEX Quality Panel conducts an approval visit. During the visit panellists meet staff and learners, observe premises and learning sessions (where possible) and assess how the training provider meets the CILEX Approval Standards. Depending on the size of the training provider and/or the complexity of the application, the visit may take one or two days. **Prior to COVID-19, physical visits took place, however, these have been replaced by virtual visits until further notice.**
- The Quality Panel will determine whether the training provider has demonstrated it meets all the CILEX Approval Standards. The panel's decision is based on the evidence gathered during the visit and provided for the desk-based review. The Quality Panel will have the option to confirm their decision verbally to training provider at the end of the visit. However, if there are areas which require further discussion by the Quality Panel, they will have up to 21 days to inform the training provider of their decision.
- Approval is granted without mandatory conditions.
- Approval is granted subject to mandatory conditions and an accompanying quality improvement plan.
- Approval refused.
- An approval report will be issued to the training provider outlining the panel's findings, their decision and reasons, any mandatory conditions with timescales for implementation. If approval has been granted subject to conditions being met, an updated report will be issued when the quality improvement plan has been approved by the Quality Panel. These reports will be uploaded to the CILEX website.
- The CILEX Approved Training Provider Agreement will be issued to the training Provider for completion, signing and dating. When received by CILEX, a CILEX Approval Certificate, CILEX logos and brand guidelines will be issued.

Stage 4 – Annual Monitoring and Declaration Process

- Prior to the first anniversary of CILEX Approval being granted, CILEX will issue their annual monitoring and declaration form. An invoice for the annual renewal fee (£500) will also be issued. **Please refer to pages 11, 12 and 13 of our CILEX Training Provider Handbook to see full details of potential actions linked to this process.**

Stage 5 – Application for CILEX Re-Approval

- Prior to the third anniversary of CILEX Approval being granted (when the training provider is approaching their fourth year of deliverance), CILEX will contact the training provider to advise their application for re-approval is due.
- As detailed in Stage 1 above, the training provider will identify and collates all evidence required to support their completed application form. The completed application form, indicative evidence and approval fee is submitted to CILEX. **Approval fees are not refundable in any circumstances and CILEX cannot proceed with their desk-based review until the application fee has been paid.**

Stage 6 – Annual Process after CILEX Re-Approval is granted

After CILEX Re-Approval is granted, the annual process detailed in **Stage 4** starts again. After 3 years, the training provider will go through the CILEX Re-Approval process.