



ThinkTree Hub Accreditation Policy and Procedure

ThinkTree Hub Ltd.
27 Old Gloucester Street
London WC1N 3AX

Tel 0330 229 0721
Email info@thinktreehub.com
Web ThinkTreeHub.com

ThinkTree Hub Ltd. Registered Company No. 04168328. Registered Address as above.



Introduction

This document outlines the policy for the ThinkTree Hub Accreditation service. This procedural document will outline the requirements and range of the service. Within this document it explains the accreditation approval and renewal process and outlines the accreditation approval criteria.

Section 1 ThinkTree Hub Accreditation service

ThinkTree Hub is an international accreditation service, which recognise bespoke training programmes based on quality and standards of provision.

ThinkTree Hub will support, check and verify resources and training to meet the criteria set out. ThinkTree Hub will also provide some consultancy as required to ensure quality and standard are met.

The service for accreditation is for unique and bespoke training programmes and courses that qualify learners at the end of its programme with certification of achievement. There must be clear assessment provided in order to claim certification of the course.

We can provide an external verifier if necessary.

Why we offer an Accreditation service

ThinkTree Hub accreditation service allows providers to demonstrate their courses and programmes meet industry quality and standards. The ThinkTree Hub stamp of approval and identifying with its logo ensures quality standards and professional value.

Who the Accreditation service is for

ThinkTree Hub accreditation service is available for a range of UK and International providers, which include; Private training providers, further education colleges, schools and employers.

Section 2 Legal

ThinkTree Hub legal requirements for the accreditation service as follows:

ThinkTree Hub ‘Accredited’ logo

The terms and conditions of the use of the ‘Accredited’ logo is detailed in the contract between ThinkTree Hub and the provider /customer. Any breach of these terms and conditions or misuse of the logo may result in the accreditation offer being withdrawn.

Once the accreditation contract is signed, organisations can use the relevant Thinktree logo on promotional and training materials, as well as learner certificates (in the case of accreditation). Use of the ‘Accreditation’ logo is restricted to the provider that makes the original approved application.

Third parties

Where organisations use third parties in the design or delivery of their course or training programme, details of the contractual relationship between the provider and the third party (including responsibilities) must be communicated, in writing, to ThinkTree Hub.

Where providers use third parties for training etc. they will also be subject to the same quality assurance requirements of the original party. Third parties include satellite centres, sub-centres, and additional assessment sites. It also includes subcontracted providers, such as those who write training materials or deliver a course on behalf of the provider.

ThinkTree Hub accredited training programmes may only be used by the original providers or franchisees and may not be used by any third parties without consent (fees apply).

Fees and charges

ThinkTree Hub accreditation service is subject to the following fees and charges. These will vary depending on the type of service that providers are applying for. These include:

- Initial Approval fee: this is payable once the Accreditation approval process begins, and is non-refundable;

- Renewal fee: this is charged if provider wish to extend the period of Accreditation for their training programme;
- Additional consultancy fees: this is subject to charge, depending on the type of support;
- External Verification process.

Section 3 The Accreditation Approval process

This section outlines the key approval process stages for organisations requiring Accreditation.

Application

If the Accreditation service is assessed to be suitable they will be required to complete the appropriate application form. This includes details of the training programme or training materials. At this stage a non-refundable approval fee is paid.

This application must also include details of the type and method of assessment that learners will be required to undertake.

ThinkTree support

Providers applying for accreditation will receive support from ThinkTree Hub as part of the approval application process. Providers may need to provide evidence that they have the staff, resources and systems needed to support the delivery of the specific service they wish to provide.

Advisory visit to ensure that the appropriate systems in place to deliver the programme, may take place.

ThinkTree Hub will review training materials and assessment materials for accredited training programmes to ensure that they are robust, fit-for-purpose and valid.

Approval

Once all criteria have been met Thinktree Hub will issue a contract to the provider.

Accreditation will be approved for an agreed period beginning from the date indicated in the contract and may be subject to external monitoring

Titling

The title of an accredited training course must reflect its contents and must not reflect the naming conventions of existing general and vocational qualifications.

Learner certificates

Learners who complete accredited training programmes will be issued a certificate, from the provider featuring the ThinkTree Hub Accredited logo.

Renewal of Accreditation

Accreditation will last for a specified period of time. Once this expires organisations who wish to extend this period will need to apply for renewal.

Changes to assessment or training materials

Organisations shall not make any changes or amendments to accredited training and assessment materials without the prior consent of ThinkTree Hub to maintain quality standards.

Section 4 Quality Assurance

This section outlines our quality assurance requirements for the Accreditation service in detail. Providers must demonstrate that they will adhere to the relevant requirements for initial approval to be granted. They must also be able to demonstrate that they continue to do so on an ongoing basis for the approval offer to remain in place.

ThinkTree Hub reserves the right to suspend or remove the Accreditation approval offer if providers fail to meet these quality assurance requirements at any point.

Organisation structure

Providers must have the appropriate internal management structure and governance to support the delivery of accredited training programmes. This includes:

- A responsible quality manager;
- Policies and procedures to support delivery and assessment;
- Safeguarding policy and procedure.
- Complaints and grievance policy.

Provider resources

Providers must be able to demonstrate that they have appropriate resources for delivery of the accredited training courses. This includes:

- Technology;
- Appropriately skilled or qualified staff;
- Quality and standard assurance;
- Other physical resources (i.e. equipment, assessment / training sites) If a training programme requires any other additional resources, the providers must be able to demonstrate that they have these in place as part of the approval process.

Review of materials

ThinkTree Hub will review training and assessment materials to ensure that they are robust, fit-for-purpose and valid. The criteria for review will differ depending on which service a provider is opting for.

Accredited training and assessment materials review

As part of this review, ThinkTree Hub will consider:

- Programme objectives, structure and duration;
- Method of assessment;
- Assessment objectives and criteria;
- Subject knowledge.

External monitoring for accredited training programmes

ThinkTree Hub may undertake external monitoring activities to ensure the ongoing quality assurance of accredited training programmes. This could include monitoring visits, observing assessment practice and sampling assessment decisions.

Equality, diversity and accessibility

Providers must have documented policies that comply with relevant and up-to-date legislation ensuring equality, diversity and accessibility for their accredited training courses.

Malpractice

ThinkTree Hub requires all staff involved in the delivery of accredited training courses to demonstrate honesty and integrity.

Issuing certificates (accredited training courses)

The provider must have a system in place that ensures that all certification claims are valid and signed off by an appropriately skilled or qualified person. Learners can only claim certificates upon full completion of the training course.

Certificates must include the name of the provider, the name of the training course and the learner who has achieved it. Date certificate awarded and signature of issuer. Use of the ThinkTree Hub logo on these certificates is subject to the terms and conditions of the contract.

Complaints and appeals

Providers delivering accredited training course have a responsibility to protect their learners and must have in place robust documented complaints and appeals procedures.

Information about the complaints and appeals procedures must be made publicly available and communicated to learners.

Complaints

Where complaints are upheld, providers must ensure that appropriate follow up corrective actions are taken.

Appeals

If learners wish to appeal the results of assessment decisions, providers must ensure that a documented appeals process is available to them. This should include details of:

- Timescales for the appeal;
- The circumstances that an appeal can be made;
- Who will be involved in the independent review These procedures are subject to external audit by ThinkTree Hub to ensure that they are fit for purpose. Where learner appeals are upheld, providers must ensure that the appropriate follow up actions are taken, including identifying whether additional learners have been affected, and implementing measures to ensure that it does not happen in the future.