



Direct Claims Status Policy

1. Introduction

1.1. Direct Claims Status (DCS) allows centres to claim candidate's achievement in between External Quality Assurance (EQA) activities. It is awarded for an individual qualification and is based on quality criteria that is measured and reported on through the external quality assurance activities carried out by the EQA.

1.2. Centres cannot apply for, or expect, DCS; it is granted following recommendation from an External Quality Assurer after visiting a centre to verify the validity of the internal assessment and quality assurance processes. Any such recommendation must be agreed and approved by City & Guilds.

2. Scope

2.1. DCS can only be awarded for those qualifications that are externally verified (see the [Introduction to working with City & Guilds/WJEC](#) for an up-to-date list of externally verified qualifications).

3. DCS Criteria

3.1. Before a centre can be granted DCS, it must demonstrate continued compliance with:

- [City & Guilds Centre Contract General Terms](#)
- [City & Guilds Quality Assurance Standards: Centre Handbook](#)
- [City & Guilds Quality Assurance Standards: Centre Assessment](#)

3.2. In addition to the above, the following criteria must be met:

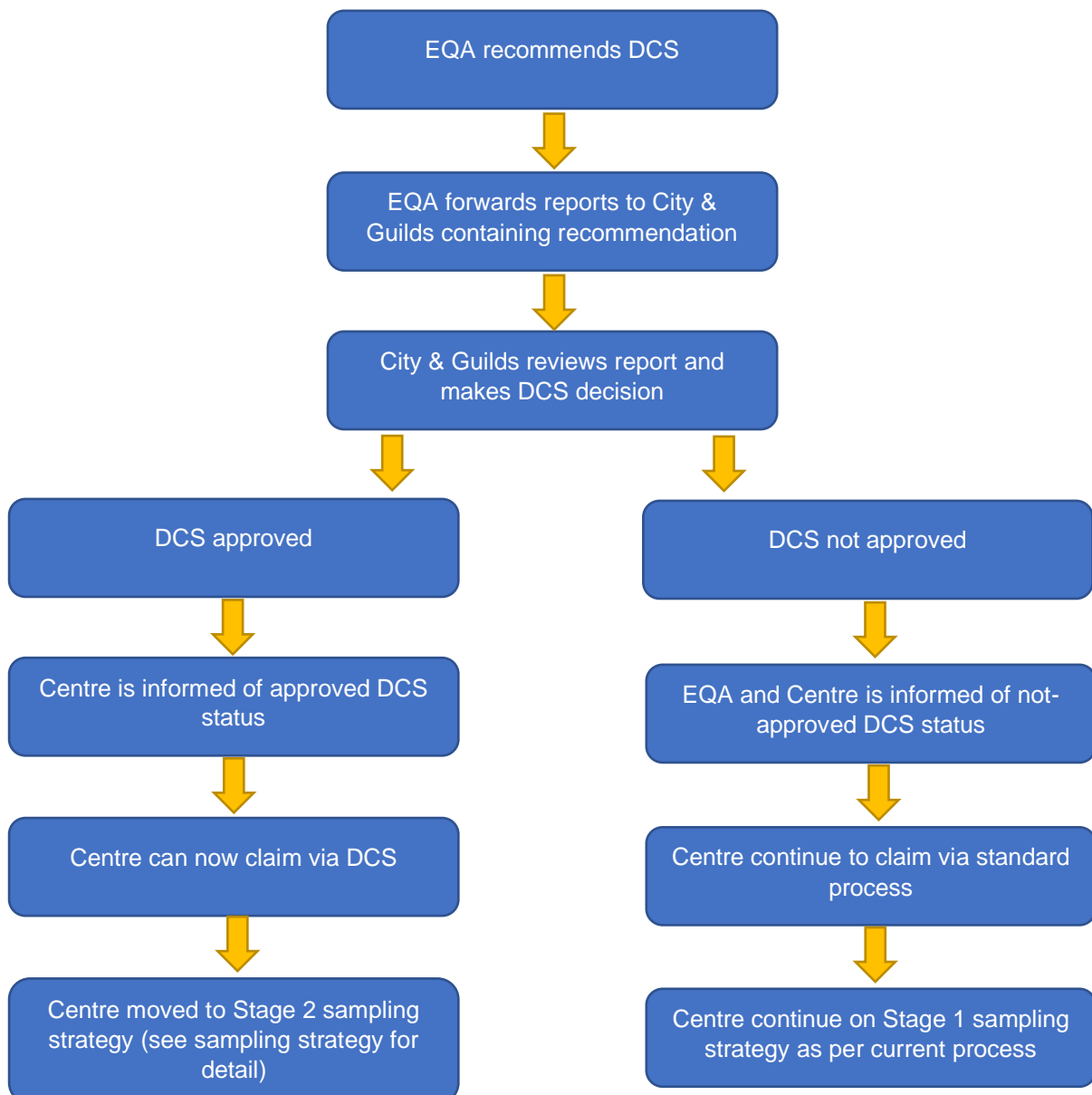
- The centre's quality management, assessment and internal quality assurance strategy has been sampled within the centre and for all satellite sites.
- The qualification has been delivered for at least one full cycle through from registration to completion by at least one cohort of learners.
- The centre has received two consecutive external quality assurance activity reports, since the 1st January 2023, with no actions of sanctions being imposed (including the visit at which the recommendation for DCS is made), and there are no outstanding action plans from previous activities.

- All full certificate claims for each verified qualification have been sampled and quality assured as compliant with the qualification criteria.
- There are no anticipated or planned changes to staffing, resources or governance related to delivery of the specified qualification that may have a significant impact on being able to meet the requirements in the qualification handbook, assessment pack and/or City & Guilds Quality Assurance Standards documents, as above.

3.3. City & Guilds reserve the right to apply additional criteria as deemed necessary.

4. DCS Approval Process

4.1. The diagram below illustrates the DCS approval process.



5. DCS Period

5.1. DCS will be reviewed during each external quality assurance activity carried out by the EQA. EQA's will include a DCS statement of support in each activity report to recommend the continuation of DCS in line with the requirements outlined in section 3.2.

5.2. City & Guilds will continually monitor centre adherence to the requirements outline in section 3.2 in addition to the ongoing quality assurance monitoring carried out by the EQA.

6. Maintaining DCS Status

6.1. Once DCS has been achieved a centre must ensure that they continue to operate to the high standards that are already in place. This will be in line with the requirements outlined in section 3.2, and in compliance with the documentation outlined in section 3.1.

6.2. During each EQA activity, the EQA will confirm that the following criteria have been met:

- the centre has retained all completed and claimed portfolios from the last EQA visit which may be included in the EQA sample for the next EQA visit
- the centre has presented all requested records and staff to EQAs
- all administrative procedures are adequate to support DCS, no false claims have been made or incorrect information given to City & Guilds
- management structures and communication in the centre continues to meet the quality criteria
- no sanctions have been applied to the centre in respect of the sector(s) for which DCS has been awarded
- the centre maintains open communications with the EQA and City & Guilds (e.g., Quality Delivery team)

6.3. An EQA will contact the centre to arrange the next sampling activity, as agreed with Quality Delivery. If a centre does not facilitate a planned activity, DCS may be removed as a precaution.

6.4. Should any issues or risks be identified in the sample, City & Guilds Quality Delivery will contact the centre to discuss the concerns and take any appropriate action.

7. Criteria for the withdrawal of DCS

7.1. Direct claim status will be removed if:

- the centre no longer meets the criteria for eligibility
- a centre makes incorrect claims
- candidate portfolios are not available for sampling by the City & Guilds EQA as requested
- the Candidate Matrix is not sufficiently completed on time consistently

- assessment and/or IQA decisions are not valid
- there are insufficient / no Assessors or IQA's in place at the centre
- management structures/communication processes are not sufficient
- administrative procedures are not sufficiently rigorous
- a medium risk or high risk action is raised against a qualification or centre procedures
- Low risk actions are not met within the agreed timescales with little / no progress evidenced
- the centre is subject to a compliance/malpractice investigation
- the centre does not make registration or certifications on a qualification in over 12 months
- City & Guilds is notified of the centre's cessation of business
- the centre does not allow a quality assurance visit to take place
- the qualification has been withdrawn. We will remove DCS from all centres three months before a qualification's last certificate date (unless the centre is advised otherwise)

8. Criteria for the reinstatement of DCS

8.1. The route for reinstatement will depend on which of the DCS/Quality criteria resulted in DCS withdrawal. City & Guilds will make the final decision on whether DCS will be reinstated or not.

8.2. The EQA may recommend that City & Guilds reinstates DCS following the next quality assurance visit if all action points have been completed.

8.2. Alternatively, the EQA may recommend to City & Guilds that the centre must go through the full DCS process again.

8.3. City & Guilds reserves the right to remove or refuse to award/reinstate DCS